DOCUMENT RESUME

ED 183 908 CE 024 539

AUTHOR Anema, Durlynn
TITLE Don't Get Fired! 13 Ways to Hold Your Job.
INSTITUTION Joint Military Packaging Training Center, Aberdeen Proving Ground, Md.
PUB DATE 78
NOTE 68p.; For related documents see CE 024 535-538.
AVAILABLE FROM Janus Book Publishers, 2501 Industrial Parkway W, Hayward, CA 94545 ($2.95; $46.85 for the set)

EDRS PRICE MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS Career Education; *Dismissal (Personnel); *Employer Employee Relationship; *Employment; Employment Problems; Instructional Materials; *Job Layoff; *Job Performance; Learning Activities; Reading Difficulties; Secondary Education; Work Attitudes

ABSTRACT

This guide contains thirteen dialogues designed to help students become aware of reasons workers lose their jobs. Each dialogue involves young workers in confrontations with their bosses, fellow workers, or customers. Dialogues included are (1) Be on Time; (2) Be Responsible; (3) Stick to the Schedule; (4) Follow Directions; (5) Be Friendly and Helpful; (6) Remember, Business Comes First; (7) Keep Yourself Busy; (8) Take Criticism Wisely; (9) Leave Your Blues at Home; (10) Get Along with Others; (11) Take Pride in Your Work; (12) Don't Argue with Your Boss; and (13) Above All, Be Honest. Each dialogue concludes with followup exercises that help students evaluate what happened in the dialogue and explore similar situations so that they may draw some conclusions about alternative ways to behave. The guide concludes with a student self-rating table and a guide to the phonetic respellings found in the guidebook. A teachers manual is appended. (LRA)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED183908

DON'T GET FIRED!

13 Ways To Hold Your Job

Durlynn Anema

Assistant Principal
Tokay High School
Lodi Unified School District
Lodi, California

Photographs by Herbert C. Brodahl

CE 024 539

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

William R. Mulgrew

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

JB Janus Book Publishers
Hayward, California

Career Education Materials
Don't Get Fired!
Janus Job Interview Guide
Janus Job Interview Kit
Janus Job Planner
My Job Application File
People Working Today Series

International Standard Book Number: 0-915510-24-3
Copyright © 1978, by Janus Book Publishers,
3541 Investment Blvd., Suite 5, Hayward, California 94545. All rights reserved. No part of this book may be reproduced by any means, nor transmitted, nor translated into a machine language, without the written permission of the publisher.

Printed in the United States of America.

Contents

Introduction 5
Unit 1: Be on Time 7
Unit 2: Be Responsible 11
Unit 3: Stick to the Schedule 15
Unit 4: Follow Directions 19
Unit 5: Be Friendly and Helpful 23
Unit 6: Remember, Business Comes First 27
Checkup and Review 31
Unit 7: Keep Yourself Busy 33
Unit 8: Take Criticism Wisely 37
Unit 9: Leave Your Blues at Home 41
Unit 10: Get Along With Others 45
Unit 11: Take Pride in Your Work 49
Unit 12: Don't Argue with Your Boss 53
Unit 13: Above all, Be Honest 57
Checkup and Review 61
How I Rate Myself 63
Guide to Phonetic Respellings 64

Introduction

Wow! You've found your first job. Great! Now the trick is to hold on to it!

Do you know that hundreds of young people get fired from their first job every year—*even though they do good work?* Many of these young men and women never understand why they have been fired. They do not understand that doing good work is not always enough.

Some young people are fired because they are always late for work.

Some are fired because they don't get along with other workers.

Some are fired because they talk back to their boss.

Jobs are hard to get. It would be a shame to lose one for such foolish reasons. That is why we are putting out this book.

We believe that you can hold on to your job—if you just obey some simple rules. As you read *Don't Get Fired,* you will meet 13 young men and women who don't seem to know these rules. Their stories are based on things that happen every day in the world of work. We hope that you will learn from their mistakes.

5

Of course, we can not cover *all* the ways young people lose their jobs in this one book. So we have chosen 13 of the most common ways young men and women get themselves fired. We have left out some things that we feel you are already pretty well aware of. For example, looking sloppy and dirty or just not doing the work.

The 13 stories are written in the form of short skits. You might enjoy reading them aloud or acting them out.

The exercises in each unit can help you in a number of ways.

- They will help you understand what each person's mistake was.
- They will help you think and talk about what each person should have done.
- They will help you think and talk about what you would do.
- And they will help you learn some words that may come in handy when you become a part of the world of work.

6

UNIT ONE

Be on Time

Sam Shields is learning to be an upholsterer (uhp HOL stuhr uhr).* He helps to recover chairs and couches and other furniture (FUHR ni chuhr).

Sam takes apart the furniture. He repairs springs and ties them together. He sews

fabric (FAB rik) and tacks new fabric onto the wooden furniture. Sam is also learning how to help customers choose the right fabrics for the job.

There is a lot of work to do in the busy upholstery shop where Sam works. Every minute counts. Sam's problem is that he easily loses track of minutes. He does not understand the importance of being punctual (PUHNK chuh wuhl).

At home, Sam's mother used to wake him up and get him off to school. At school, bells and buzzers told him when to get to class or change classes. But there are no bells and buzzers in the upholstery shop. And Sam's boss is not his mother!

*You will see respellings like this after many words in this book. To learn how to use the respellings, see page 64.

FACT FINDERS

Circle your answer.

1. An upholsterer repairs:
   a. TV sets
   b. automobiles
   c. furniture
2. Three things an upholsterer works with are:
   a. tacks, needles, and hammers
   b. tacks, needles, and fire
   c. wood, nails, and paint
3. Being punctual means:
   a. being late
   b. being on time
   c. being early
4. Being punctual is important on Sam's job because:
   a. he is a watchmaker
   b. he gets paid by the hour
   c. there is a lot of work waiting to be done

Sam & Mrs. Fernando

The time is 3:00 p.m. Sam has just returned to his work station from a break. His boss, Mrs. Fernando, is waiting for him. Mrs. Fernando is trying to keep a lid on her anger.

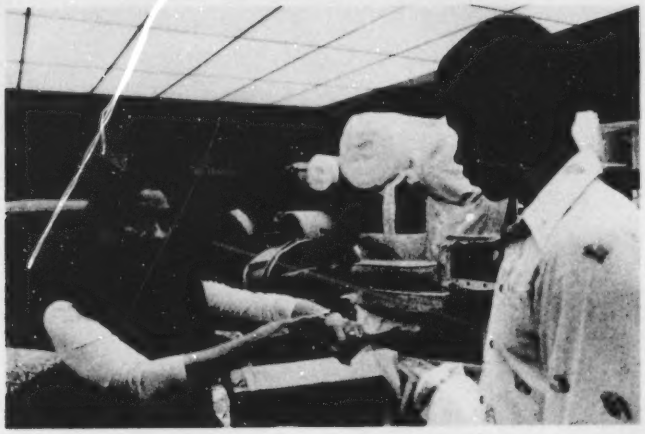
MRS. FERNANDO: It's about time you got back, Sam. Where have you been?

SAM: I met some friends and we got to talking. I guess I kind of lost track of time, Mrs. Fernando. It won't happen again.

MRS. FERNANDO: It better not. With the amount of time you take for breaks you're about to lose your job. Did you know that?

SAM: But. . .Mrs. Fernando. . . I thought you said I was doing a good job. . . .I mean being here only a few weeks and all. I've been trying.

MRS. FERNANDO: I know you have,



Sam. Your work *has* been good. But you have a bad habit that will get you into trouble around here.

SAM: Uh. . .you mean my long breaks?

MRS. FERNANDO: I sure do. What do you think gives you the right to take a longer break than the others, even if you are a good worker?

SAM: Well. . .in school, most of my teachers never said that much when I was late for class. And my mom and dad tell me to be home on time and stuff. But they don't really get mad when I'm late. So I figure it's no big deal.

MRS. FERNANDO: And you think I'm just like your parents and teachers?

SAM: You never seemed too upset when I came in late from a break.

MRS. FERNANDO: If I let you get away with it, soon everyone will expect long breaks too. I'll have more people on breaks than working. (*Pause*) Look, Sam, you get here on time. You take two 10-minute breaks and 30 minutes for lunch. And that's it!

SAM: O.K., Mrs. Fernando, I'll try.

MRS. FERNANDO: Try! You'd better do more than *try*. How'd you like it if I kept you overtime without pay? Or docked you for minutes not worked?

SAM: I guess I wouldn't much care for that Mrs. Fernando.

MRS. FERNANDO: Well, that's what's going to happen if you keep on taking long breaks. And if that doesn't stop you, I'll find someone else for the job. Someone who can keep track of time. Understand?

SAM: Yes, Ma'am.

MRS. FERNANDO: All right, now get busy on that chair.

Fact Finders

Circle your answer.

1. Sam was late getting back from his break because:
   a. he lost his keys
   b. he met some friends
   c. his car ran out of gas
2. Sam felt he had been:
   a. doing a good job at work
   b. taking too many breaks
   c. doing a poor job at work
3. Mrs. Fernando said that if she let Sam take long breaks:
   a. Sam would come in on time
   b. everyone would take long breaks
   c. no one would care
4. Mrs. Fernando said if the long breaks continued she would:
   a. transfer Sam to another department
   b. write a letter to Sam's parents
   c. dock Sam's pay for lost time

9

Deep Think

1. Why might the other workers in the shop also be upset about Sam's long breaks?

_____
_____
_____
_____

2. If you were an owner or a boss, why might you want your workers to always be on time?

_____
_____
_____
_____

Decision Time

1. How would you rate Sam on: *being on time?*
   - ☐ Excellent
   - ☐ Good
   - ☐ Fair
   - ☐ Poor
2. If you were Mrs. Fernando, would you fire Sam or give him another chance?
   - ☐ Fire Sam
   - ☐ Give him another chance

   Why? _____
   _____

Discussion

1. Think of a time when you were late for something really important. Tell the class what happened.
2. You work at a busy service station. You are supposed to get a ten-minute break, but it is always too busy to take one. What would you do?
3. You work in a clothing store. The bus you have to take gets you to work ten minutes late every day. What could you do to make up for that lost time?

Puzzler

Telling time and counting time is important on most jobs. See how good you are at both by answering the questions below.

1. If you go for a 10-minute break at 3:00, what time should you get back?

a. b. c.

2. If you are supposed to take 30-minutes for lunch and you leave at 12:15, what time should you be back?

a. b. c.

3. On some jobs you have to keep a record of minutes and hours you work. See if you can add up Willy's daily time.

Day	Started	Finished	Total Time
Monday	1:00	4:00	3 hrs. 0 mins.
Tuesday	1:30	4:30	___ hrs. ___ mins.
Wednesday	1:00	4:45	___ hrs. ___ mins.
Thursday	1:15	5:15	___ hrs. ___ mins.
Friday	1:30	5:40	___ hrs. ___ mins.

10

UNIT TWO

Be Responsible

Peg works as a salesclerk (SAYLZ kluhrk) in a food store. The store sells milk and other dairy foods, fruits and vegetables, canned foods, soap powders, and so on.

Peg waits on customers (KUS tuh muhrz). She helps them find the things they want. She takes payment and makes change.

Peg does other things, too. She has to help unload trucks, stack things on the shelves (SHELVZ), mark prices, and help to keep the store clean.

For the most part, Peg is a good employee (im PLOY ee). But she is not always a responsible (re SPAHN suh buhl) worker. That is, she does not always think about the needs of her employer or of other workers.

Fact Finders

Circle your answer.

1. Being responsible means:
   a. being rough and tough
   b. being thoughtful
   c. being smart
2. Which person is a responsible worker?
   a. Greg never returns the tools he borrows.
   b. Mary never gets to work on time.
   c. Sal lets his boss know if he is going to be out.
3. Which tasks are *not* part of Peg's job?
   a. waiting on customers
   b. driving trucks
   c. marking prices
4. Which job is most like Peg's job at the food store?
   a. car washer
   b. waitress
   c. supermarket clerk

Peg & Mr. Davis

The time is 8:00 a.m. Peg enters the Sunshine Mini-Market. Her boss, Mr. Davis, is checking the shelves.

PEG: Hi, Mr. Davis. I'm on time today!

MR. DAVIS: (*Continuing to work*) Well, it's nice to see you on time, Peg, but it's too late. I've decided to fire you.

PEG: Fire me? But Mr. Davis. . .why?

MR. DAVIS: You should know, Peg.

PEG: I've been doing a good job. You said so yourself the other day.

MR. DAVIS: I said *when* you get to work on time I'm happy with the work you do.

PEG: Well, I get here most days on time.

MR. DAVIS: Humpf!

PEG: And you said I'm friendly to the customers and smile a lot. Isn't that what counts?

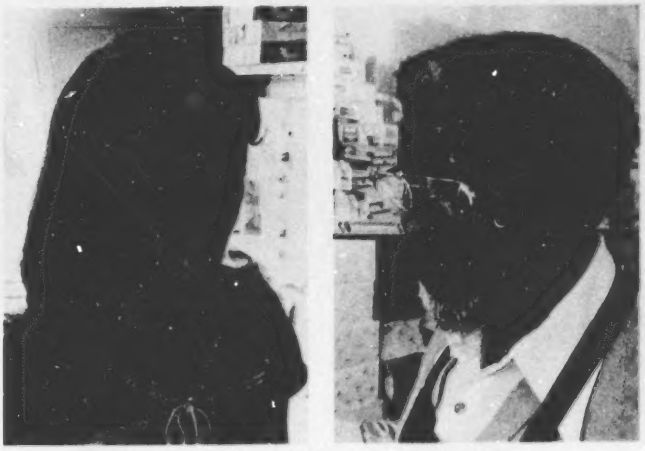
MR. DAVIS: That's part of what counts. . .

PEG: (*Less sure of herself now*) Then. . .then why am I fired?

MR. DAVIS: Where were you yesterday?

PEG: Oh, yesterday. I was sick and just couldn't get in. . . .You know how that is, Mr. Davis. Sometimes you're just too sick to go to work.

MR. DAVIS: Why didn't you call?



PEG: Well, I didn't think of it. I figured you'd know I wasn't coming in if I didn't show up.

MR. DAVIS: Really!

PEG: I thought you'd understand that I was too sick to call.

MR. DAVIS: (*Stops working. Looks directly at Peg.*) Look, Peg, you have some responsibilities (ri spahn suh BIL uht eez). Don't you know that? If you're not going to come in, then call me and let me know. Better yet, get someone to fill in for you and then call. I know Rich or José or Kerri would have been happy to get the extra money.

PEG: Didn't you call them?

12

MR. DAVIS: Sure. . .after I realized you were going to be out and not just late.

PEG: I figured you would.

MR. DAVIS: But, in the meantime, I worked most of your shift. Because I had a hard time finding the others. José finally came in two hours early to fill in the rest of your shift.

PEG: Wow, I'm sorry, Mr. Davis. It won't happen again. I promise. Please give me another chance.

MR. DAVIS: Sorry, Peg, I've given you one chance too many. You've been late six days out of the fifteen you've been working here. You don't seem to understand responsibility. And I can't afford that.

PEG: (*Stunned*) You mean. . .I'm really fired?

MR. DAVIS: I mean you're really fired. Maybe you'll learn from this mistake and not repeat it again. I hope so.

PEG: Wow. . .

Fact Finders

Circle your answer.

1. Peg came to work:
   a. usually on time
   b. always on time
   c. late on many days
2. Peg treated the customers:
   a. with an unhappy frown
   b. by smiling and being friendly
   c. as if she didn't care about them
3. Peg said that she stayed home because:
   a. she didn't feel like working
   b. it was her day off
   c. she was sick
4. When Peg knew she was sick, she should have:
   a. gone to work anyway
   b. called someone to fill in for her
   c. let Mr. Davis worry about it

Deep Think

1. What are some of the responsibilities you have now at school and at home?

_____

_____

_____

_____

2. Why is it important that each member of any group be responsible for himself or herself?

_____

_____

_____

_____

Discussion

1. Think of a time you behaved or did not behave in a responsible way. Tell the class what happened.
2. You work in a busy gas station. Some friends drive in and want to talk about a party. What would you do?
3. You work in a bank. You go out for lunch and suddenly feel sick. What would you do?

Decision Time

1. How would you rate Peg on: *being responsible*?
   - ☐ Excellent
   - ☐ Good
   - ☐ Fair
   - ☐ Poor
2. If you were Mr. Davis, would you fire Peg or give her another chance?
   - ☐ Fire Peg
   - ☐ Give her another chance

   Why? _____

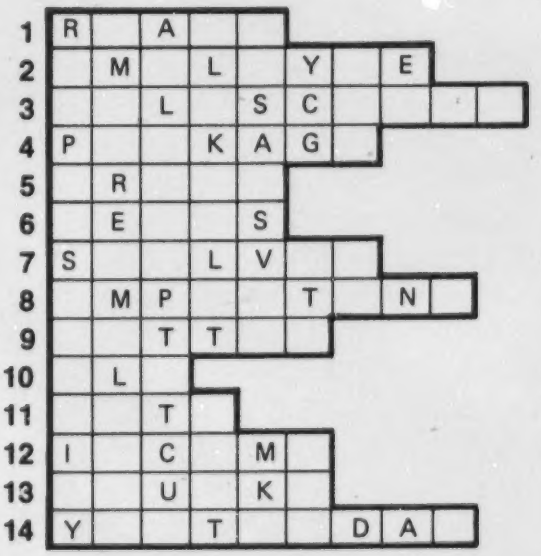
   _____

Puzzler

Use the clues to help you fill in the missing letters. Each of the words has something to do with this unit. When you are done, you will see the word *responsibility*.

Clues

1. To get something high up you have to _____ .
2. Worker
3. Peg's job
4. What some food comes in
5. The salesclerk will fill your _____ .
6. Think of other people's _____ .
7. Stack the food on the _____ .
8. Some things are more _____ than others.
9. Bread and _____ .
10. Same as sick
11. Peg was often _____ for work.
12. How much you make is your _____ .
13. Peg helped to unload _____ .
14. Where were you _____ ?



UNIT THREE

Stick to the Schedule

Bob works at a nursing (NUHRS ing) home. He helps to take care of the home's elderly (EL duhr lee) patients (PAY shuhnts). He answers their call bells. He brings food and drink to them. Sometimes he helps male patients to wash and dress. At times he gives them back rubs.

Bob also helps patients get in and out of bed or to walk from one place to another. Sometimes he pushes them in wheelchairs.

Nursing homes are open 24 hours a day, seven days a week. Attendants (uh TEN duhnts) are needed all the time. So Bob and the other attendants must follow a schedule (SKEJ uhl).

The schedule tells who works when. It is usually made up a few weeks ahead of time. That way everybody will know when they have to work and when they will be off.

A change in the schedule can cause problems for everyone. Bob doesn't seem to understand this.

Fact Finders

Circle your answer.

1. A nursing home attendant:
   a. examines patients
   b. helps patients
   c. has a lot of patience
2. Attendants have to follow a:
   a. work schedule
   b. bus schedule
   c. TV schedule
3. An *attendant* is someone who:
   a. makes things for people
   b. fixes things for people
   c. takes care of people or things
4. A *schedule* is a:
   a. story
   b. list
   c. map

Bob & Mr. Goodman

Mr. Goodman is Bob's boss at the nursing home. Bob is talking to him on the telephone. He is calling from a pay phone.

BOB: Hello, Mr. Goodman, sorry to disturb you.

MR. GOODMAN: No problem, Bob. What can I do for you?

BOB: Uh. . .I wanted to know if I could have tomorrow and Sunday off.

MR. GOODMAN: You're scheduled to work those days.

BOB: I know. But some friends are going backpacking and they asked me to go along.

MR. GOODMAN: Your schedule was made out last week, Bob. You didn't say anything then about wanting the weekend off.

BOB: Well, I didn't know about this last week. It just came up, and it's really something I don't want to pass up.

MR. GOODMAN: That's what you said two weekends ago about the fishing trip. . .and a month ago about the dance at school. You're going to have to decide whether you want to work or have fun on the weekends.

BOB: Well, that's the thing about this job, Mr. Goodman. I mean, I don't mind working with old people. In fact, I kind of like it.

MR. GOODMAN: Yes, it shows. You're doing a good job, Bob. . .when you're here. But you seem to think you can make work hours to fit your own needs. A nursing home is open 24 hours a day, 7 days a week. We need attendants for all those hours and days.

BOB: I know, Mr. Goodman, but I never seem to have any weekends off.

MR. GOODMAN: You knew you would have to work weekends when you took the job.

BOB: But I didn't think it would be so much. . . .Like having to work night shifts and weekends. Why is it always me?

MR. GOODMAN: It isn't always you. All the attendants have to work those shifts from time to time—even the people who have been here for years.

BOB: Well, I don't like it.

MR. GOODMAN: You were very willing to work those shifts when you applied for the job. In fact, we explained all that to be sure you really wanted the job. Because it costs money to train an attendant.

BOB: Yeah, sure, I remember. . .but. . . wow. . .I'm missing all sorts of fun.

16

MR. GOODMAN: In other words fun is more important to you than work.

BOB: You're only young once.

MR. GOODMAN: O.K., Bob. You make your own decision. If you want to work here, you have to stick to the schedule. If you have something coming up, we try to work the schedule around you. But we have to know at least a week ahead of time. One day is not enough.

BOB: At least I called.

MR. GOODMAN: Bob, I'd hate to lose you. You do good work and we have spent a lot of time and money training you. But if you decide to go on that backpacking trip you may as well not come back to work. Because you won't have a job.

BOB: But, Mr. Goodman, I need the money.

MR. GOODMAN: It's your decision, Bob. I hope I see you tomorrow. Goodbye.

BOB: Goodbye. . .

Fact Finders

Circle your answer.

1. Bob wanted the weekend off to go:
   a. skiing
   b. dancing
   c. backpacking
2. Mr. Goodman said Bob should have asked for the time off at least:
   a. a month ahead of time
   b. one day ahead of time
   c. a week ahead of time
3. Nursing home attendants must be willing to work sometimes:
   a. seven days a week
   b. at night and on weekends
   c. 24 hours a day
4. Mr. Goodman would be sorry to lose Bob because Bob is a good worker and:
   a. it cost a lot to train him
   b. he is a good trainer
   c. no one could take his place

Deep Think

1. How could Bob meet the nursing home's needs and still go backpacking? (Hint: Think back to Peg's case.)

_____

_____

_____

_____

2. Why might the other attendants also be upset with Bob for not sticking to the schedule?

_____

_____

_____

_____

Decision Time

1. How would you rate Bob on: *sticking to the schedule?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If Bob decides to go on the backpacking trip, should Mr. Goodman fire him or give him another chance?

☐ Fire Bob ☐ Give him another chance

Why? _____

_____

Discussion

1. Think of a time when you had to put work before fun. Tell the class about it.
2. You are all ready to go to work when some friends call. They say they just got free tickets to a great rock concert. They want you to come along. What would you do?
3. After working on a job for awhile, you find you like the work but not the hours. What might you do?

Puzzler

Here is the work schedule for one week at the Mayfair Nursing Home. Use it to answer the questions below.

1. Who does Bob work with?

_____

2. What hours do they work?

_____

3. What days are they off?

_____

_____

4. Which four people fill in when the others are off?

_____

_____

_____

_____

Attendant's Work Schedule

Day	8a.m.-4p.m.	4p.m.-12mid.	12mid-8a.m.
Sunday	Betty & Max	Cindy & Bob	Dawn & Frank
Monday	Alita & Abdul	Cindy & Bob	Lena & Manuel
Tuesday	Dawn & Frank	Alita & Abdul	Lena & Manuel
Wednesday	Betty & Max	Dawn & Frank	Lena & Manuel
Thursday	Betty & Max	Cindy & Bob	Lena & Manuel
Friday	Betty & Max	Cindy & Bob	Lena & Manuel
Saturday	Betty & Max	Cindy & Bob	Alita & Abdul

UNIT FOUR

Follow Directions

Margie helps to take care of the guest (GEST) rooms in a large motel (moh TEL). She changes the sheets and pillow cases on the beds. She makes up the beds. She dusts the furniture and sweeps or vacuums (VAK yuhmz) the floor.

Margie also cleans up the bathroom. She puts in fresh towels (TOWLZ) and keeps the room supplied with toilet paper and tissues.

Motel maids must work fast. They must follow directions (duh REK shuhnz). They can not skip one task or another, because the motel will lose guests if they do. Margie has not yet learned how to follow her boss's directions.

Fact Finders

Circle your answer.

1. Margie works in a:
   a. restaurant
   b. gas station
   c. motel
2. A motel maid changes:
   a. sheets, pillow cases, and towels
   b. furniture, towels and sheets
   c. clothing and furniture
3. A motel maid must:
   a. work slow and be careful
   b. work fast and follow directions
   c. work fast and follow the leader
4. *Directions* means:
   a. a set of sheets
   b. a set of things to do
   c. a set of skills

Margie & Mrs. Soon

Margie and her boss, Mrs. Soon, are walking into a motel room. This is Margie's first day on the job and Mrs. Soon is telling her what to do.

MRS. SOON: Now Margie, are you sure you understand all the directions?

MARGIE: Yes, Ma'am.

MRS. SOON: Clean sheets and pillow cases on all unmade beds. If a bed looks like it's been used, even if the spread is pulled up, be sure to change it. And change all the towels. Clean the bathroom and vacuum the rug. O.K.?

MARGIE: Yes, Ma'am.

MRS. SOON: And remember, time is important. Today I'll help out. I might even help for the rest of the week. But after that you'll be on your own. You'll have to learn to be fast and still do a good job.

MARGIE: Yes, Ma'am.

MRS. SOON: O.K., Margie, let's get to work.

MARGIE: Yes, Ma'am.

It is now a week later. Margie has been working on her own for two days.

MRS. SOON: Margie, why did you do it?

MARGIE: I don't know.

MRS. SOON: You've been here a week and I thought you understood what to do. But you still are not following my directions.

MARGIE: I try.

MRS. SOON: Oh no, you don't. If you did I'm sure you wouldn't do some of these dumb things.

MARGIE: Like what?

MRS. SOON: Didn't I tell you to change any bed that looked slept in?

MARGIE: I guess so. . .but I didn't have enough time. You said to hurry because people were starting to come. . . .So I hurried.

MRS. SOON: Now that man wants his money back because the bed wasn't made and the sink wasn't clean.

MARGIE: I tried.

MRS. SOON: And then there was the saleswoman who said her room was a mess. Why didn't you clean her room?

MARGIE: Well, I did put the spread up. . .and kind of dusted. And I put clean towels in the bathroom. . . .I think.

MRS. SOON: You think? You have to know! Maybe you think this isn't an important job. But you are serving hundreds of people each week. Many of these people have been working or traveling all day. They want a clean place to stay in at night.

MARGIE: But I try.

MRS. SOON: It has to be more than just trying, Margie. It has to be taking responsibility and following directions. That's what work is all about.

MARGIE: Am I. . .fired?

MRS. SOON: Well, Margie, I should fire you. But it has only been a week. If you can just learn to follow my directions I will give you another try.

MARGIE: Wow, thanks, Mrs. Soon.

Fact Finders

Circle your answer.

1. On Margie's first day at work, Mrs. Soon:
   a. showed Margie where to smoke
   b. showed Margie what to do
   c. left Margie on her own
2. A week later, Mrs. Soon found that Margie:
   a. was doing a good job
   b. was getting to work late
   c. was not following directions
3. One of the guests wanted his money back because:
   a. the bed wasn't made and the sink was dirty
   b. the bed was not comfortable
   c. the television set didn't work
4. Mrs. Soon decided:
   a. to fire Margie
   b. to give Margie another chance
   c. to give Margie a different job

21

Deep Think

1. When you are new on a job, why is it important to follow directions *exactly?*

_____

_____

_____

_____

2. After you are on a job awhile, you may figure out a better way of doing things. What should you do?

_____

_____

_____

_____

Decision Time

1. How would you rate Margie on: *following directions?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you were Mrs. Soon, would you fire Margie or give her another chance?

☐ Fire Margie ☐ Give her another chance

Why? _____

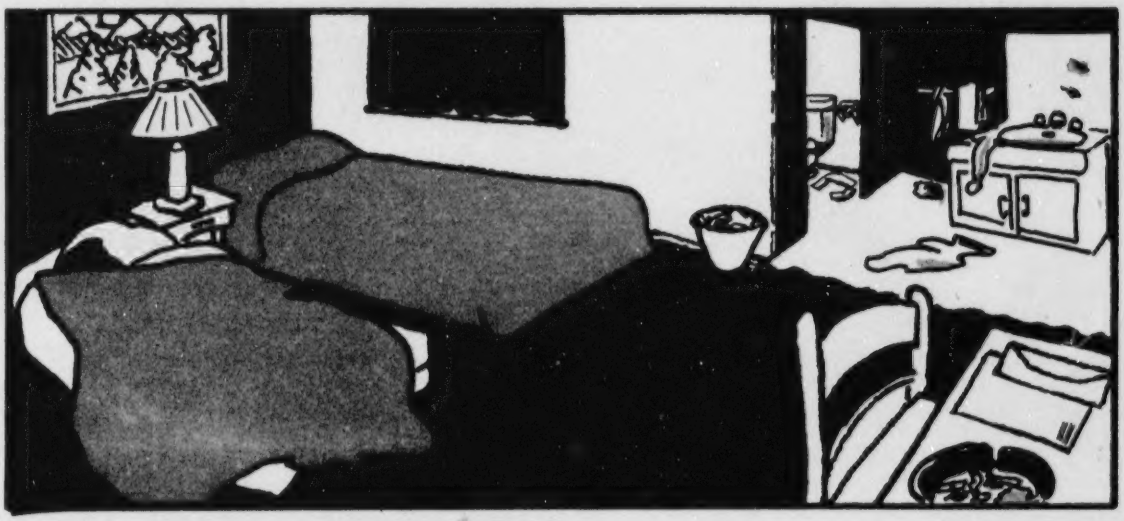
_____

Discussion

1. Think of a time when you didn't follow directions. Tell the class what happened.
2. You are working in a supermarket. Your boss asks you to stack cans for a display. You feel it would be unsafe to do it the way the boss wants it done. What would you do?
3. You work as a dishwasher in a nursing home. You are told to be sure everything is washed before you leave. Your shift ends before you finish. What would you do?

Puzzler

Guests expect to find a clean, neat room to stay in. Study the drawing below. Mark an X on each part of the drawing that shows something Margie should take care of.



22

UNIT FIVE

Be Friendly and Helpful

Sue is a waitress in a nice restaurant. She gives out menus (MEN yooz), takes orders, and gives the orders to the cooks.

While waiting for the main course (KORS), Sue serves soup, salad, and hot or cold drinks. Sometimes she helps to prepare salads (SAL uhds) and desserts (di ZERTS).

At the end of the meal, Sue figures how much the meal costs. She writes the cost on a slip of paper and gives the paper to the customer. Sometimes she collects the money for the meal.

A waitress should be friendly and helpful. Customers expect a smiling person to wait on them. They also expect the waitress to help them choose things to eat.

Sue is neither friendly nor helpful. She is losing customers for the restaurant.

Circle your answer.

1. Sometimes a waitress may help make:
   a. the main course
   b. the salads and desserts
   c. the bread and cakes
2. A good waitress helps people:
   a. choose what to eat
   b. eat what they choose
   c. pay for their meal
3. A waitress should try to:
   a. tell jokes
   b. laugh a lot
   c. smile and be cheerful
4. Besides being fast, friendly, and helpful, a waitress should be good at:
   a. buying food
   b. adding numbers
   c. washing dishes

23

Sue & Two Customers

The time is 6 p.m. A man and a woman sit down at a table in the Rocky Grotto. They look over the menu. After a few moments, Sue comes up to the customers to get their order.

SUE: Wha' da' ya' want?

WOMAN: What do you recommend (rek uh MEND)?

SUE: I don't know. Everything's all right, I guess.

MAN: (*Looks down the menu.*) Liver and onions look good. Maybe I'll try that.

SUE: Uck. . .

MAN: What did you say?

SUE: Oh, nothin'. Ya' want liver and onions?

MAN: (*Goes back to menu.*)No, not now. I think the steak might be safer. I'll take that.

WOMAN: And I'll have the shrimp.

SUE: O.K. Ya' want soup or salad?

MAN: Salad. You, too, Dear?

WOMAN: Fine. With blue cheese dressing.

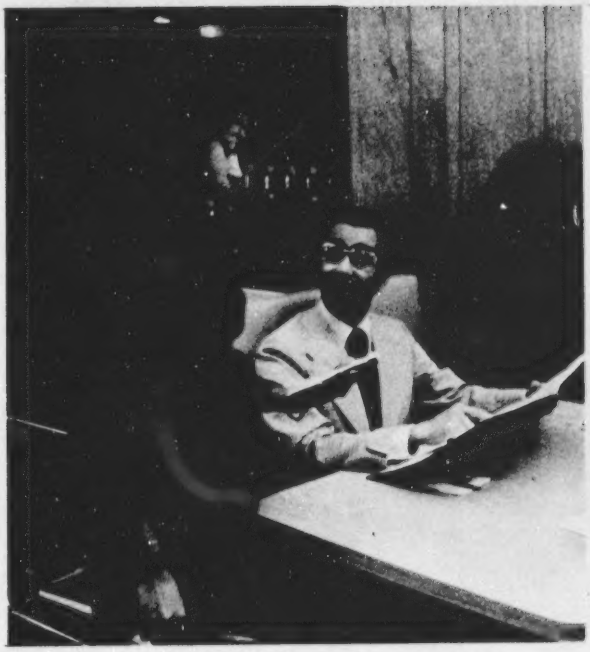
MAN: Make that two with blue cheese.

SUE: Mashed potatoes or french fries?

MAN: French fries. (*Pause*) Dear?

WOMAN: Mashed.

SUE: O.K. (*Starts to leave*)



MAN: Just a minute, Miss. I want my steak rare.

SUE: Yeah. O.K. (*Leaves the table*)

MAN: Wow, where'd they get her from?

WOMAN: (*Looking at Sue*) She's a nice looking girl, but she seems half asleep.

MAN: Doesn't she know that serving customers takes a smile?

WOMAN: I guess not. (*Pause*) Here come our salads.

(Sue arrives with salads.)

MAN: Is this all the dressing we get?

SUE: Huh?

WOMAN: You didn't put much dressing on our salads.

SUE: Oh. . . (*She looks confused.*)

24

MAN: Oh, never mind. Could you bring us two coffees?

SUE: Uh huh. . . *(She leaves the table.)*

MAN: Usually they have sharp waitresses here. She won't last long.

(Ten minutes later.)

WOMAN: Here come our meals. I hope she got those straight.

MAN: And still no coffee.

(Sue puts plates before each customer.)

WOMAN: (*Looks at plate*) I ordered mashed potatoes.

SUE: You did?

MAN: This steak looks like it's over done. I wanted it rare. Didn't you write it down?

SUE: Oh, I don't write down all my orders. I have a good memory.

WOMAN: Then why do I have fried potatoes instead of mashed?

SUE: Huh?

MAN: Young lady, just bring us some coffee.

SUE: Coffee?

MAN: (*Angry*) We ordered coffee some time ago.

SUE: Well, you don't have to get nasty about it.

MAN: Do you want me to call the manager?

SUE: About what? I didn't do nothin' wrong.

MAN: Oh, just bring us the coffee.

(Sue moves away and looks very upset.)

WOMAN: Maybe when she doesn't get a tip she'll understand what she did wrong.

Fact Finders

Circle your answer.

1. Sue greeted her customers:
   a. with a friendly smile
   b. shyly
   c. in an unfriendly way
2. Sue forgot to bring the:
   a. coffee
   b. water
   c. salad
3. Usually, the waiters and waitresses at this restaurant were:
   a. sloppy
   b. sharp
   c. good looking
4. The customers decided to show how unhappy they were with Sue by:
   a. not eating their meal
   b. telling people not to eat there
   c. not leaving a tip

Deep Think

1. Do you think Sue liked her job? Tell why or why not.

_____

_____

_____

_____

2. If you owned the restaurant where Sue worked, why might you be very upset with the way she treated customers?

_____

_____

_____

_____

Decision Time

1. How would you rate Sue on: *being friendly and helpful?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you owned the Rocky Grotto would you fire Sue or give her another chance?

☐ Fire Sue ☐ Give Sue another chance

Why? _____

_____

Discussion

1. Think of a time when you had to be cheerful even though you did not wish to be. Tell the class about it.
2. You are working as a painter. A customer keeps telling you how to do your job. What would you do?
3. You sell shoes in a shoe store. A customer has tried on six pairs of shoes and does not want any of them. Now the customer wants you to bring out some more. What would you do?

Puzzler

Waiters and waitresses need to add quickly and well. See how fast you can add up the price of each meal below.

1 Meatloaf	2.25
1 Pie	.60
1 Milk	.45

2 Soup	2.50
1 Steak	3.95
1 Fr. Shrimp	3.75
1 Cake	.85
1 Sundae	1.25
2 Coffee	.90

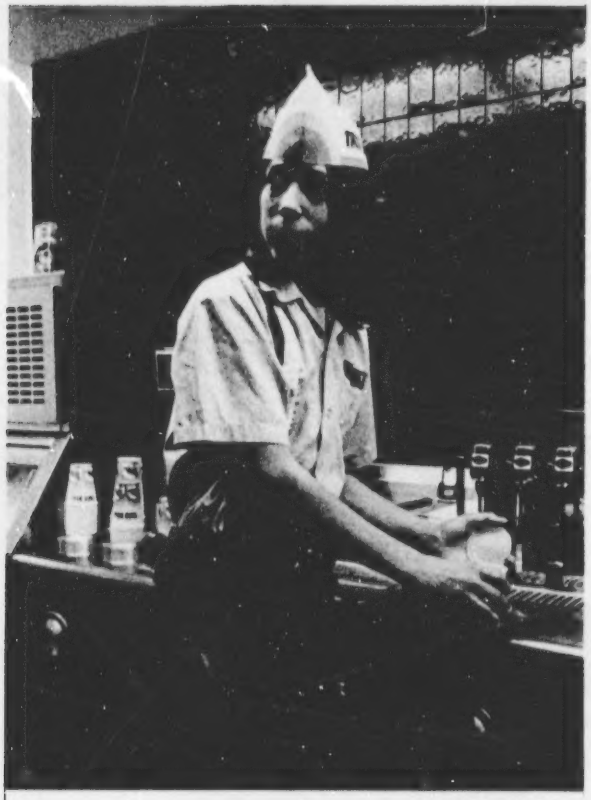
3 Hot dogs	1.50
2 Burgers	1.80
3 Fr fries	1.20
5 Cold drinks	1.40

UNIT SIX

Remember, Business Comes First

Carlos works behind the counter (KOWNT uhr) of the Hamburger Haven. He asks people what they would like, marks their order down, and calls out the order to the cooks. Sometimes he helps to wrap food.

Carlos makes shakes and other cold drinks. He also makes french fries.



After he has the customer's order all together, he adds up the cost and takes payment. He must be sure to give the customer the right change.

A lot of Carlos' friends come into the Hamburger Haven. Carlos likes to talk to them no matter how many customers are waiting on line. The customers don't like to be kept waiting.

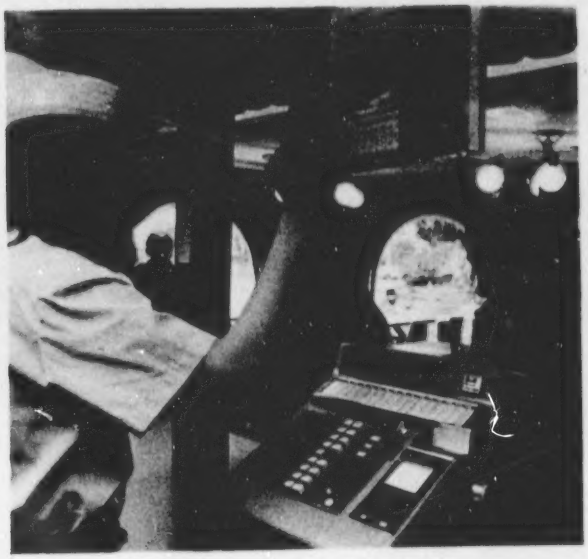
Fact Finders

Circle your answer.

1. Carlos works behind:
   a. the counter
   b. the grill
   c. the kitchen
2. Carlos makes:
   a. hot dogs and fried clams
   b. hamburger and pizza
   c. french fries and shakes
3. A counter worker in a fast food restaurant should be good at:
   a. talking to people
   b. cooking fancy food
   c. making change
4. One problem Carlos has is that he likes to:
   a. talk to his friends
   b. wait on customers
   c. eat french fries

Carlos & A Customer

It is busy as usual when some friends of Carlos come into the Hamburger Haven.



CARLOS: Gina, Lori, how have you been?

GINA: Great, Carlos. We didn't know you worked at Hamburger Haven.

CARLOS: I've been working here two weeks.

LORI: Doesn't it get to be hard work? I mean, with everyone wanting hamburgers and shakes at one time and stuff like that?

CARLOS: Well, I guess so. At first it was real rough. But I'm really into it now. . . .What would you like?

LORI: I'll have a giant burger, order of fries, and a vanilla shake.

GINA: Make mine the same, but give me a chocolate shake. Whose turn is it to pay, Lori?

LORI: Yours, moneybags!

CARLOS: That'll be $2.96 with tax, Gina.

GINA: Here you go.

(Carlos takes three dollar bills from Gina and gives her four cents change.)

LORI: Are you still seeing Inez, Carlos?

CARLOS: No, we're through. I hear she's going around with Mitch Brody now.

GINA: Not really. I mean she dates him. But I think she still likes you, Carlos.

CARLOS: Well, she sure never showed it. Beside, I'm too busy to bother with her anymore.

LORI: Did I hear you were dating Susan Cassiday?

CARLOS: Yeah, we dated a few times.

LORI: Wow, doesn't she have a lot of bread?

CARLOS: Her old man's loaded. He said he would take us sailing on his boat next weekend. . .if I can get off work.

CUSTOMER: Excuse me, I'd like to order.

CARLOS: Oh, sure, be with you in a minute. . . .Gina, are you sure Inez is still interested?

GINA: Yeah, I saw her the other day and she asked about you. Wanted to know what you were doing.

28

LORI: You and Inez went together for so long. It's a real bummer that you had to break off.

CARLOS: We. . .you know. . .I really thought she had it for Mitch. . . .

CUSTOMER: (*Angry*) I said I want to order. What do I have to do around here to get some service. I *am* a paying customer!

CARLOS: (*Snappy*) And I said I'd be with you in a minute. . . .

GINA: Wow, Carlos, maybe we're taking up your time.

CARLOS: No, she can wait. I have to make your shakes anyway. And besides, I haven't seen you guys in a month.

LORI: Did you know that Pete and Tanya broke it off? You know I heard that she was—

CUSTOMER: Where is the manager? Young man, I'm going to report you. I can't wait around all day while you chat with your friends. I want to order. . .NOW!

Fact Finders

Circle your answers.

1. Carlos has been working at the Hamburger Haven for:
   a. two months
   b. six months
   c. two weeks
2. Carlos and his friends talked about:
   a. school work
   b. getting jobs
   c. who was dating whom
3. The way Carlos felt about the woman who wanted service was:
   a. she could wait
   b. she should be waited on right away
   c. she was in the wrong line
4. The woman finally decided to:
   a. go somewhere else
   b. report Carlos to the manager
   c. wait until Carlos waited on her

Deep Think

1. What is wrong about the way Carlos talked to the woman?

_____

_____

_____

_____

2. How should Carlos treat his friends when they come in?

_____

_____

_____

_____

Decision Time

1. How would you rate Carlos on: *remembering that business comes first?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you were the manager, would you fire Carlos or give him another chance?

☐ Fire Carlos ☐ Give him another chance

Why? _____

_____

Discussion

1. Think of a time when you did or did not remember to put business first. Tell the class what happened.
2. You are working in a record shop. Two of your good friends come in. They want to listen to records all afternoon. What would you do?
3. You are working in a service station. A friend comes in and wants to use the lube rack to lube his car. The boss is not around. There are customers' cars to be worked on. What would you do?

Puzzler

Complete the ad by filling in the missing vowels (VOW uhls). All the words with missing vowels are from this unit.

What Customers Say About H___mb___rg___r Haven. . .

"I like their Fr___nch fr_____s and sh___k___s.

Their c___ld dr___nks and h___mb___rg___rs are really good.

No matter how much you ___rd___r the c___st is low.

The c_____ks, the c_____nt___r workers, and the m___n___g___r work hard to give you good s___rv___c___. So you don't have to w_____t long on l___n___."

Checkup and Review

Complete each sentence. If you are not sure of an answer, look back at the unit. For question 4, give your own ideas.

Unit 1: Being on Time

1. Sam is learning to be an _____.
2. He helps make old _____ look like new.
3. Sam's boss is upset with him because Sam _____
4. Some ways to make sure you are always punctual (on time) are: _____

Unit 2: Be Responsible

1. Peg works as a _____ in a food store.
2. She helps to keep the _____ full and to take care of _____.
3. Peg's boss is upset with her because Peg _____
4. Some ways to show that you are a responsible worker are to _____

Unit 3: Stick to the Schedule

1. Bob works as an _____ in a nursing home.
2. He helps take care of elderly _____.
3. Bob's boss is upset with him because Bob, _____
4. If you ever want a change in your work schedule you should _____

31

Unit 4: Follow Directions

1. Margie works as a _____ in a motel.
2. She helps get rooms ready for _____.
3. Margie's boss is upset with her because Margie _____
4. Some ways to make sure that you understand and follow directions are _____

Unit 5: Be Helpful and Friendly

1. Sue works as a _____ in a restaurant.
2. She takes customers' _____ and serves them.
3. The customers are upset with Sue because Sue _____
4. Some ways to be helpful and friendly to customers are _____

Unit 6: Remember, Business Comes First

1. Carlos is a _____ in a fast food restaurant.
2. He takes people's orders, serves them, and makes _____.
3. The woman customer is upset with Carlos because Carlos _____
4. If friends come to where you work you should _____

32

UNIT SEVEN

Keep Yourself Busy

Inez is a gas station attendant. She helps people take care of their cars.

When a customer comes in, Inez asks them how much and what kind of gas they want. Then she puts the gas hose in the car's tank and turns on the pump.

If the customer wants full service (SUHRV uhs), Inez checks the oil and water levels. She may check the air pressure (PRESH uhr) in the tires. She usually cleans the windshield. Then she takes payment. If the customer has a credit (KRED uht) card, she makes out a charge (CHARJ) slip.

Sometimes Inez sells and installs wipers, bulbs, and other small parts. Sometimes she gives people directions.

The station is owned by Mr. and Mrs. Allen. Mr. Allen runs the repair shop, and Mrs. Allen runs the rest of the business.

Mrs. Allen pays well, but she expects her workers to earn their pay. She likes workers who keep themselves busy, who show a lot of *initiative* (in ISH uht iv).

Fact Finders

Circle your answer.

1. *Initiative* means:
   a. working fast
   b. being on time
   c. keeping busy
2. Beside pumping gas, a gas station attendant may also check the car's:
   a. oil, water, and tires
   b. tires, wipers, and ash tray
   c. hood, trunk, and doors
3. Sometimes Inez sells and installs:
   a. horns and windows
   b. wipers and bulbs
   c. bulbs and brakes
4. Mrs. Allen pays:
   a. poorly
   b. well
   c. all right

Inez & Mrs. Allen

The time is mid-afternoon. Business is beginning to pick up at the Highland Gas Station. Mrs. Allen is looking for Inez.

MRS. ALLEN: Bill, where is Inez?

BILL: She was here a few minutes ago, Mrs. Allen.

MRS. ALLEN: Well, where did she go?

BILL: I don't know. . .maybe to the restroom.

MRS. ALLEN: Again? For her sake I sure hope not. . . .But maybe I'd better look in there anyway.

(Mrs. Allen walks quickly to the Ladies' Room. She throws open the door. Inez is leaning against a sink, smoking a cigarette.)

MRS. ALLEN: Inez! What are you doing in there smoking a cigarette?

INEZ: (*Caught by surprise*) I. . .I. . .Well, I'm not supposed to smoke on the pump block.

MRS. ALLEN: (*Angry*) You're not supposed to smoke anywhere!

INEZ: Aw. . .come on, Mrs. Allen. I need a break sometime.

MRS. ALLEN: At this station you're lucky if you get a *lunch* break some days, much less a cigarette break.

INEZ: Aw, Mrs. Allen, I have to go to the restroom anyway.

MRS. ALLEN: You spend more time in this restroom than you do on the pump block. Don't you know what work means?

INEZ: But, wow, Mrs. Allen, I try to do what you tell me.

MRS. ALLEN: That's right, Inez. When I ask you to do a job you do it. And I'm not saying you don't. In fact, you have some good things going for you. You get here on time every day. You are neat and clean all the time.

INEZ: And I try to be friendly.

MRS. ALLEN: Yes, the customers seem to like you.

INEZ: See. . .I try.

MRS. ALLEN: But look at what you don't do. I have to remind you to wait on cars. Sure, you go and do what I say after I say it. But why should I remind you?

INEZ: It's your gas station.

MRS. ALLEN: Don't you know you have

34

to take some initiative? Or don't you know what that word means?

INEZ: Well, uh. . .it means. . .uh. . .

MRS. ALLEN: You have to be willing to do something on your own, that's what it means. If there isn't a car at the pumps that doesn't mean you stand around. There is always sweeping to do. . .or fixing up the shelves. . .or counting supplies. But there's no reason to take a smoke break in the bathroom!

INEZ: But I can't do it on the pump block.

MRS. ALLEN: You can't do it anywhere, Inez! You have to understand that. If I don't see some improvement over the next week you won't be working here any more. Understand?

INEZ: But I try. . .

MRS. ALLEN: Do you understand, Inez?

INEZ: Yes, Ma'am, but. . .

MRS. ALLEN: Come on, Inez. There are two cars on the pump block now.

Fact Finders

Circle your answer.

1. The good points about Inez are that she is usually:
   a. neat, friendly, and on time
   b. hardworking, clean, and fast
   c. good with cars, cash and customers
2. Mrs. Allen says when there are no cars to service, Inez should:
   a. take a cigarette break
   b. help Mr. Allen in the repair shop
   c. sweep, fix up shelves, count supplies
3. A word that means doing things on your own, without waiting to be told, is:
   a. responsibility
   b. initiative
   c. schedule
4. Inez thought it was all right to wait for someone to tell her what to do, because:
   a. she was a new employee
   b. she was too young to know what to do
   c. she didn't own the gas station

Deep Think

1. Why might it be good for a worker to keep himself or herself busy—to show initiative?

_____
_____
_____
_____

2. What are some ways you can show initiative at school and at home?

_____
_____
_____
_____

Decision Time

1. How would you rate Inez on: *initiative?*
   - ☐ Excellent
   - ☐ Good
   - ☐ Fair
   - ☐ Poor
2. If you were Mrs. Allen, would you fire Inez if she didn't start showing some initiative or give her another chance?
   - ☐ Fire Inez
   - ☐ Give her another chance

   Why? _____

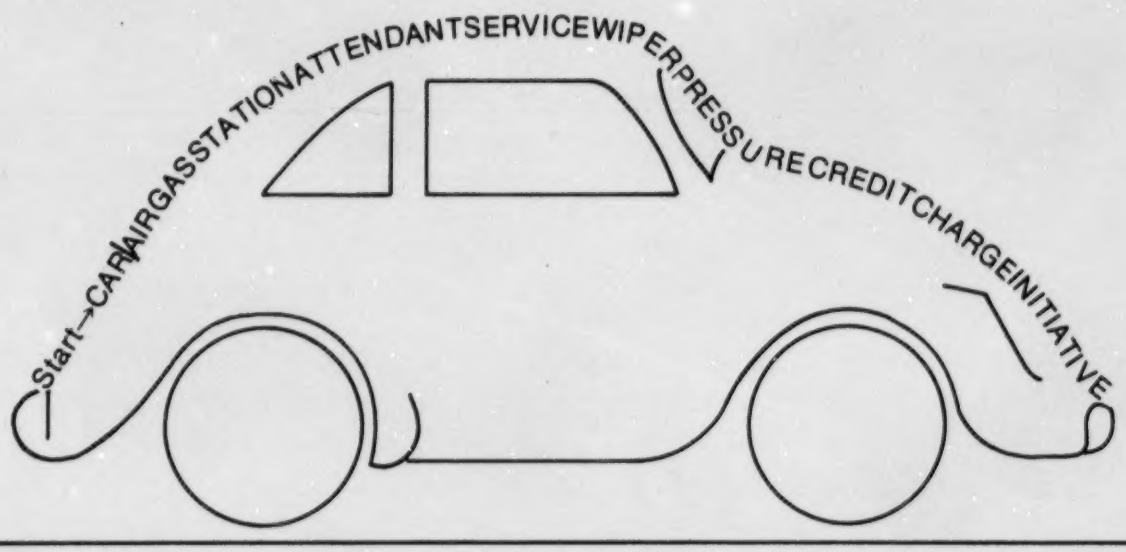
   _____

Discussion

1. Think of a time in your life when you needed to show some initiative. Tell the class about it.
2. You work as a fry cook in a fast food place. There are no customers at the present time. What might you do to keep usefully busy?
3. You work in a supermarket. On your way to lunch you see some broken glass and spilled cooking oil on the floor. What would you do?

Puzzler

The 11 words in the drawing below all have something to do with Inez and her job. Begin at *Start*. Find each word. Draw a line between the end of one word and the beginning of the next. The first is done for you.

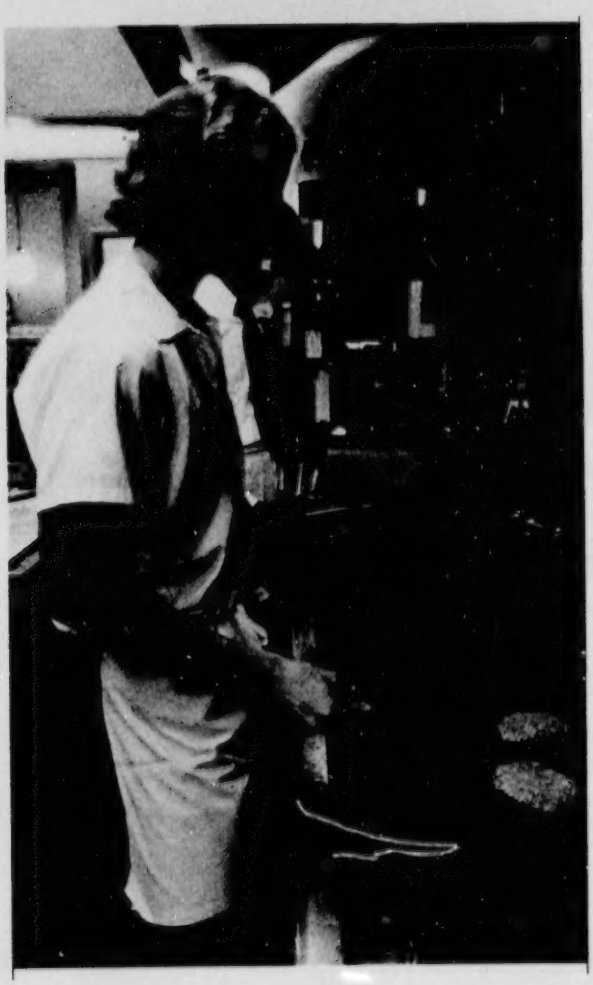


36

UNIT EIGHT

Take Criticism Wisely

John works as a fry cook at Sal's Coffee Shop. He makes hamburgers, hot dogs, french fries, and other fried foods.



Most people who eat at Sal's are in a hurry. So the cooks and the counter workers must be very fast.

John has worked at Sal's for four weeks. He has not learned how to cook fast. When the other workers criticize (KRIT uh syz) him, he becomes defensive (di FEN siv). He makes excuses (ik SKYOOS uhs).

If John does not learn how to take criticism (KRIT uh siz uhm) better, he will have a hard time keeping this or any job.

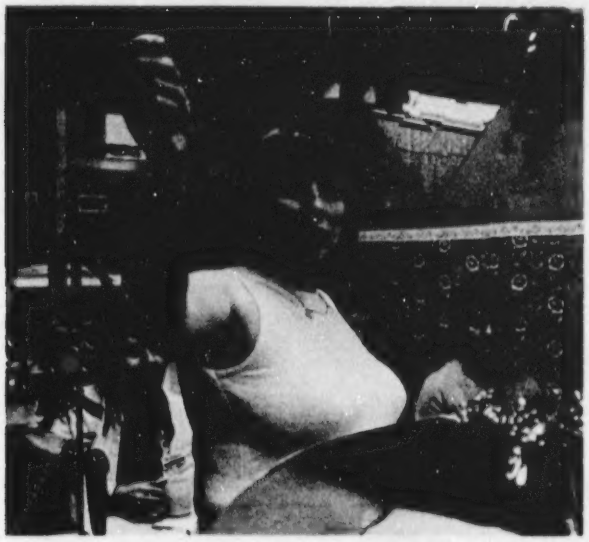
Fact Finders

Circle your answer.

1. A person who takes criticism wisely:
   a. gets upset when people criticize him or her
   b. tries to learn from other people's suggestions
   c. pays no attention to what people say
2. John has not learned how to:
   a. work fast
   b. cook hamburgers
   c. cook hot dogs
3. Instead of learning to do his job right, John:
   a. comes in late
   b. blames the customers
   c. makes excuses
4. A fry cook in a fast food restaurant should be:
   a. tall and good looking
   b. fast and easy to get along with
   c. good at making fancy foods

John, Mary & Bob

The time is 12:30 on a Monday afternoon. Sal's Coffee Shop is filled with students and workers—all in a hurry to get back to school or to work. Mary takes their orders. Bob and John cook the food. Bob is in charge.



MARY: Two GR's and three regs without.

JOHN: Hey, go slower, will you?

MARY: There's lots of people waiting. Hustle. . .

JOHN: (*Mumbling to himself as he adds hamburgers to the grill.*) Always someone waiting for something. Never time to rest.

BOB: (*Looking over at John as he flips hamburgers*) Something wrong, John?

JOHN: Yeah. . .Why does everyone get on my case? I'm doing the best I can.

BOB: (*Continues to cook*) No one's on your case, John.

MARY: (*Angry*) Where are my orders?

JOHN: See. . .I told you. (*Turning to Mary*) Coming right up, Mary. Just hold on.

MARY: Well, hurry up. People are waiting.

JOHN: (*Stops working*) If you don't like what I'm doing come and do it yourself.

BOB: You're just wasting time, John. Stop the hassle.

JOHN: Hassle! It's you guys who are hassling me. Just get off my back.

BOB: Cool it, John.

JOHN: No. . .Why do you guys keep rushing me? Slowing up isn't going to hurt anyone.

MARY: Where are my burgers. Do I have to make them myself?

BOB: (*Flipping John's patties*) They're coming Mary. Almost done.

JOHN: See? Now you've taken over my job. You don't even give me a chance.

MARY: (*Gives new order and takes ready burgers*) Three G.B's and a mini. Thanks, Bob.

JOHN: Thanks, *Bob*? What about me? I helped, too.

MARY: Sure, John. . .just like you help with everything.

JOHN: I do help. I work hard around here and no one cares.

MARY: Then quit. We're not stopping you.

BOB: John, come on. We have too many customers right now to hassle with your hang ups.

JOHN: Hang ups? Now you're telling me I have hang ups. Man, I'd quit this job if I didn't need the money.

MARY: (*To Bob*) Four regs and two minis. (*To John*) Well, we don't need you.

BOB: Stop hassling John, Mary. We'll talk about it later.

MARY: O.K. with me, but tell John to do the same thing.

JOHN: See? It's me again.

BOB: Man, you are too much! Now either start cooking or get on out of here.

FACT FINDERS

Circle your answer.

1. Mary was upset with John because:
   a. he was too friendly
   b. he made mistakes
   c. he was too slow
2. John thought that Mary and Bob were:
   a. helpful to him
   b. unfair to him
   c. trying to get him fired
3. Most of the time John talked he:
   a. did no work
   b. kept right on working
   c. cleaned the grill
4. John thought that he really was a:
   a. good cook
   b. fast waiter
   c. hard worker

39

Deep Think

1. What could John have done instead of making excuses?

_____
_____
_____
_____

2. Why was John's slowness a problem for both Mary and Bob?

_____
_____
_____
_____

Decision Time

1. How would you rate John on: *taking criticism wisely?*

☐ Excellent ☐ Fair
☐ Good ☐ Poor

2. If you were Bob, would you fire John or give him another chance?

☐ Fire John ☐ Give John another chance

Why? _____
_____

Discussion

1. Think of a time someone criticized you or your work. Tell the class what happened.
2. You work as a typist. You spend many hours typing a long report. Your boss looks at the report and finds some mistakes. He asks you to retype the pages with mistakes. What would you say or do?
3. You work in a shop that makes parts for machines. One of the other workers thinks that you are doing a certain job a hard way. He or she wants to show you a better way. What would you say or do?

Puzzler

Can you work fast without getting upset? See how fast you can find these words and phrases in the hidden word puzzle. The words are printed across, down, up, backwards, and on a slant.

COLD DRINKS
CRITICIZE
CRITICISM
FRENCH FRIES
DEFENSIVE
EXCUSES
FAST FOOD
HAMBURGER
IN A HURRY
RESTAURANT
SHAKES
WISELY

F	I	D	R	E	G	R	U	B	M	A	H	A
R	V	T	E	D	A	N	K	Z	R	U	B	K
E	I	Q	R	F	A	S	T	F	O	O	D	I
N	Z	L	C	M	E	P	D	A	K	V	R	N
C	T	C	O	L	D	N	X	Z	L	M	E	A
H	V	D	R	I	N	K	S	U	C	D	S	H
F	E	F	G	I	H	L	J	I	K	L	T	U
R	M	N	O	P	T	W	Q	R	V	S	A	R
I	T	C	R	I	T	I	C	I	Z	E	U	R
E	V	U	W	X	Y	S	C	Z	A	C	R	Y
S	E	S	U	C	X	E	D	I	E	G	A	T
I	K	M	O	Q	S	L	U	W	S	Y	N	A
S	H	A	K	E	S	Y	C	F	I	M	T	L

Leave Your Blues at Home

Jodi and Martin work as file (FYL) clerks in a large insurance (in SHUR uhns) company. The company sells insurance for cars and trucks.

As file clerks, Jodi and Martin sort and file stacks of insurance forms and records. They open, stamp, sort, and deliver (di LIV uhr) office mail. They also address and stuff envelopes (EN vuh lohps). Sometimes they run errands for other people in the office.

Martin always comes to work on time. He is a friend to Jodi and often listens to her problems.

Jodi does not always arrive at work on time. Sometimes she comes to work unhappy because of personal (PUHRS uhn uhl) problems. Then she tells Martin her problems, forgetting about the work that has to be done. Of course, this keep Martin from doing his work.

Jodi may end up getting fired, if she doesn't learn to leave her blues at home.

Fact Finders

Circle your answer.

1. Leave your blues at home means:
   a. stay home when you are sick
   b. do your singing at home
   c. forget about personal problems when you are at work
2. Which person shows he or she has "left the blues at home"?
   a. Sally has failed a test, yet she still smiles at work
   b. Bill has had a fight with his parents. At work he is mean to everyone.
   c. Anita can't get her work done because she is worried about her sick mother.
3. What is most important for being a good file clerk?
   a. being able to talk well
   b. being able to count well
   c. being able to read well
4. File clerks often work closely with:
   a. stock clerks and supermarket clerks
   b. typists and secretaries (SEK ruh ter eez)
   c. doctors and nurses

Jodi, Martin & Mrs. Turner

The time is 9:30 a.m. in the office of the Anytime Insurance Company. Jodi comes in late. She walks over to Martin, another file clerk. Mrs. Turner, the officer manager, watches Jodi from her desk.

MARTIN: Wow, Jodi, you don't look too good.

JODI: I don't feel good either. Hardly slept all night.

MRS. TURNER: I'm happy to see you finally arrived, Jodi. Better get to the filing you didn't do yesterday.

JODI: Yes, Mrs. Turner.

MARTIN: What happened, Jodi?

JODI: I should get to work. But, wow, I. . . *(Starts to cry)* I hardly feel like it.

MARTIN: Hey, Jodi, did you and Vince break up?

JODI: Uh huh. *(Continues to sob.)* Oh, Martin, what am I going to do?

MARTIN: Wow, I don't know. Maybe you'll get back together.

MRS. TURNER: *(From her desk)* Jodi! Martin! Aren't you started yet?

JODI: *(Startled)* Oh! I'm starting right now.

MRS. TURNER: *(Coming to the desk.)* What *is* the matter? It looks like you've been crying.

JODI: *(Wiping eyes)* Oh, nothing, Mrs. Turner. My eyes are just a little sore.

MRS. TURNER: Humpf. . .Remember, in this job you leave your problems at home. We can't afford to have you neglect (ni GLEKT) your work. We're behind as it is.

JODI: Oh, I'm sorry. I. . .

MRS. TURNER: *(Look at Martin)* And that goes for you, too, Martin.

MARTIN: Yes, Mrs. Turner. Come on, Jodi, we'll do the filing together. Then maybe you'll feel better.

JODI: Oh, Martin, you're a good friend. *(They move to a large filing cabinet.)*

MARTIN: Here's a stack of reports. They go in that file, A to L. Now what happened?

JODI: *(Trying to start)* Well, I've been thinking Vince doesn't really seem the same. He came over last night and started to complain because I wasn't ready on time. Then he started to argue and. . .well. . .one thing led to another. . .and he just said that was it.

MARTIN: Maybe he was just tired or something. Maybe he didn't really mean anything. *(Looks over at what Jodi is doing)* Jodi, don't put that there!

JODI: What? Oh, wow, I just don't know what's wrong.

(Phone rings.)

TYPIST: Jodi, you're wanted on the phone. Some guy. . .says it's important.

JODI: For me? *(She picks up phone.)* Hello? *(Pause)* Oh, Vince, it's you. Why did you call here? *(Pause)* You were? You were worried? *(Pause)* And you're sorry?

(Mrs. Turner walks back to the filing cabinet.)

MRS. TURNER: What is Jodi doing *now*?

MARTIN: Jodi's boyfriend is on the phone.

MRS. TURNER: Boyfriend! Jodi, get off that phone. I want to see you right now!

JODI: Huh? *(Looks up.)* Oh yes, Mrs. Turner. Right away. Vince, I have to go. *(Pause)* Sure, I'll see you tonight. . . .

MRS. TURNER: Get off now!

JODI: O.K. . . .Bye-bye, Vince. *(Puts the telephone receiver down.)* I'm coming, Mrs. Turner. I'm sorry. I hope you're not mad.

Fact Finders

Circle your answer.

1. On the day this story takes place, Jodi came to work:
   a. on time
   b. late
   c. early
2. After getting to work, Jodi felt:
   a. like getting her work done
   b. too tired to do her job
   c. too upset to do her job
3. Martin offered to listen to Jodi because:
   a. he was Jodi's friend
   b. he didn't have anything else to do
   c. he was angry with Vince
4. Mrs. Turner told Jodi to get busy because:
   a. she was mean
   b. there was a lot of work to be done
   c. she liked to yell at people

43

Deep Think

1. Why is it unfair to both your boss and to other workers if you bring your personal problems to work with you?

_____

_____

_____

_____

2. What could Martin have done to help Jodi, without taking time from work?

_____

_____

_____

_____

Decision Time

1. How would you rate Jodi on: *leaving your blues at home?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you were Mrs. Turner, would you fire Jodi or give her another chance?

☐ Fire Jodi ☐ Give her another chance

Why? _____

_____

Discussion

1. Think of a time when personal problems kept you from doing your best at school or work. What did you do?
2. On your way to work you read a letter from your boyfriend or girlfriend. He or she does not want to see you anymore. What would you do when you got to work?
3. You work as an attendant in a nursing home. You and your mother or father have not been getting along lately and have been fighting. One of the patients reminds you of your parent. What would you do?

Puzzler

File clerks must know the alphabet well. See how well you know it by doing the problems below.

1. Suppose you were going to sort a stack of forms into two groups. Stack 1 would be for the forms of people whose last names begin with any letter from A-L. Stack 2 is for last names that begin with M-Z.

   Next to each name below, put the number of the stack (1 or 2) in which it belongs. The first two are done for you.

2 O'Toole	_____ Velasquez
1 Brown	_____ Bellini
_____ Young	_____ Linkletter
_____ Castro	_____ Uhlich
_____ Jacobs	_____ Novinsky

2. Once you have finished making two stacks, you want to arrange the forms in alphabetical order by the first letter. Number the names 1-5 to show the proper order. The first is done for you.

_____ Dimitri
_____ Soong
_____ Jones
_____ Previn
1 Bronstein

3. You come up with five names that begin with C. Number them in alphabetical order, using the second letter. The first is done for you.

_____ Cranston
1 Caplan
_____ Cortez
_____ Cloud
_____ Czapinski

14

UNIT TEN

Get Along With Others

Mark is learning to be a grounds keeper. He works at a big college (KAHL ij)—helping to care for lawns, trees, shrubs, and flower beds.

The grounds keepers cut lawns, prune shrubs and trees, and trim the grass around walks, walls, and flower beds. They water lawns, plants, and flowers, and spray them with fertilizers (FURHT uhl y zuhrz). Sometimes they spray insecticide (in SEK tuh syd).

Other tasks include planting grass, flowers, shrubs, and trees. Grounds keepers rake and burn leaves and clean up litter. They may operate (AHP uh rayt) tractors on larger parts of the grounds.

Mark has been working one month as a grounds keeper. He thinks the other workers are not treating him fairly. He argues (AHR gyooz) with them and does not seem to get along.

Fact Finders

Circle your answer.

1. Mark has been on the job for:
   a. one year
   b. one week
   c. one month
2. A grounds keeper must be willing to:
   a. work outdoors and follow directions
   b. work indoors and follow directions
   c. take care of animals
3. Getting along on a job means:
   a. getting the best deal you can
   b. doing your fair share of the work
   c. improving your work skills
4. Which person shows an ability to get along?
   a. José tries to get out of doing a job he doesn't like.
   b. Maria complains about her fellow workers.
   c. Chico takes the bad jobs along with the good.

Mark, Janey & Mr. Akashi

It is 2 p.m. at Kings College. Janey, a groundskeeper, and Mr. Akashi, her boss, are talking beside a flowerbed.

JANEY: I'm sorry, Mr. Akashi, but I don't think I'll be able to go on working with Mark. He can't get along with anyone.

MR. AKASHI: He's just new, Janey. He'll work out all right.

JANEY: Then you talk to him. Everytime I try to ask him to do something he says I give him all the bad jobs, or that I'm picking on him.

MR. AKASHI: Being a groundskeeper isn't always an easy job. It's even harder when the students are on campus.

JANEY: But he can't understand that pulling weeds isn't a bad job. Everyone on the crew does it—beside trimming, spraying, fertilizing, and cleaning up litter. Some of those things aren't so great, but the rest of us don't complain.

MR. AKASHI: I'll talk to him. O.K.?

JANEY: You'd better. Bruce and I have had it with him. *(Starts to walk away.)*

MR. AKASHI: (*Calls to Janey*) Janey, be sure to get Bruce to help you mark the field. Games start next week.

JANEY: Sure, Mr. Akashi, and thanks.

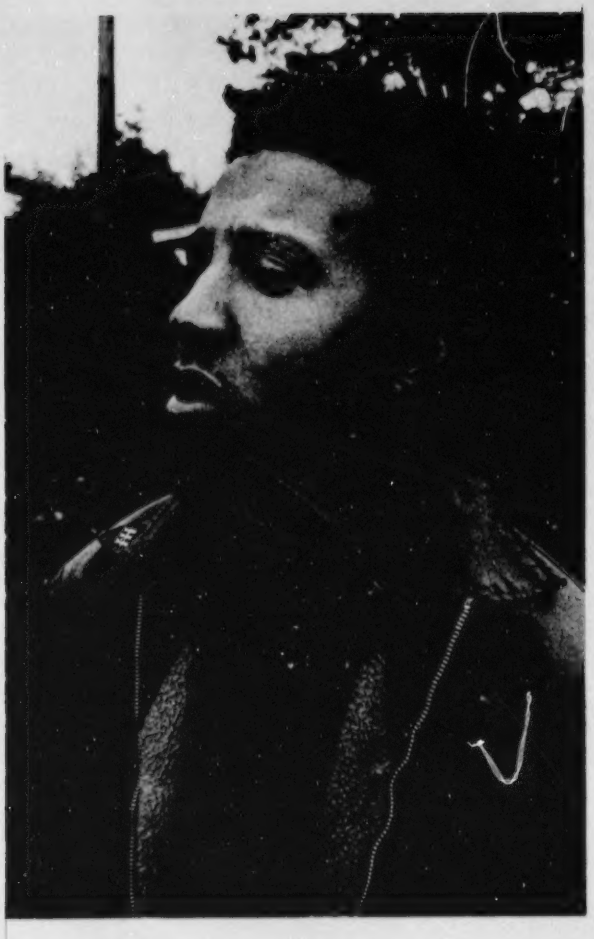
(Mr. Akashi walks through campus saying hello to teachers and students. Then he sees Mark trimming a bed of ivy.)

MR. AKASHI: Hi, Mark, How are things going?

MARK: All right, I guess. But why can't I be left alone?

MR. AKASHI: Left alone?

MARK: Yeah. Bruce and Janey are always on my case. They say I don't do my work. But all they give me are the rotten jobs. They



pick on me. Make me pull weeds and water the fields and pick up litter. And they get all the good jobs.

MR. AKASHI: Like what?

MARK: Like getting to run the mower.

MR. AKASHI: They've been here longer. They *do have* seniority (seen YOR uhtee).

MARK: They just want me to have the lousy jobs.

MR. AKASHI: You're also here to learn.

MARK: And why do I get the late shift? They never do.

MR. AKASHI: Shifts are given according to seniority. You'll get your chance.

MARK: You're just like everyone else. You don't care about me.

MR. AKASHI: Mark, either get that chip off your shoulder and stop complaining or you'll never stay on any job.

MARK: I've worked before.

MR. AKASHI: For your father. (*Pause*) Part of any job is getting along with others.

MARK: I get along.

MR. AKASHI: I'm afraid not. You only think of yourself. Either try thinking of others and getting along, or you won't be here at all.

Fact Finders

Circle your answer.

1. Janey said that Mark:
   a. took all the good jobs
   b. wouldn't do any work
   c. complained when she asked him to do something
2. Which job did Mark *want* to do ?
   a. spray plants with insecticide
   b. pick up litter
   c. run the mower
3. Mark felt that everyone on his job was:
   a. picking on him
   b. doing good work
   c. enjoying their work
4. Mr. Akashi told Mark to:
   a. spread some fertilizer
   b. stop his complaining
   c. help mark the field

Deep Think

1. What are some things Mark could have done to get along better with Janey and Bruce?

_____

_____

_____

_____

2. What did Mr. Akashi mean when he said, "Either get that chip off your shoulder. . .or you'll never stay on any job?"

_____

_____

_____

_____

Decision Time

1. How would you rate Mark on: *getting along with others?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you were Mr. Akashi, would you fire Mark or give him another chance?

☐ Fire Mark ☐ Give him another chance

Why? _____

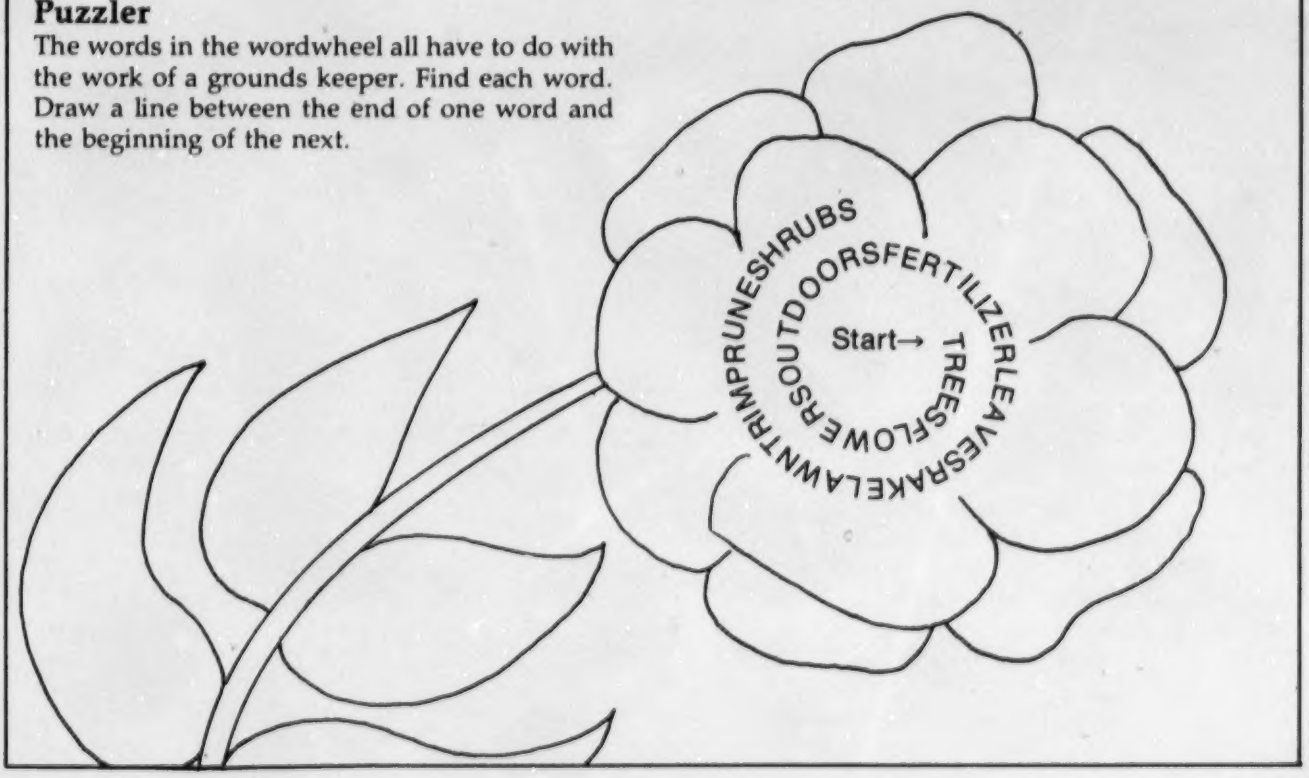
_____

Discussion

1. Think of a time when you had a hard time getting along with others at school, home, or work. Tell the class about it.
2. You work in an upholstery shop. You have only been there three weeks. Everyone else has been there over a year. They are not very friendly to you. What would you do?
3. You work on an assembly line in a canning plant. The boss has put you next to a person you have never liked. What would you do?

Puzzler

The words in the wordwheel all have to do with the work of a grounds keeper. Find each word. Draw a line between the end of one word and the beginning of the next.



UNIT ELEVEN

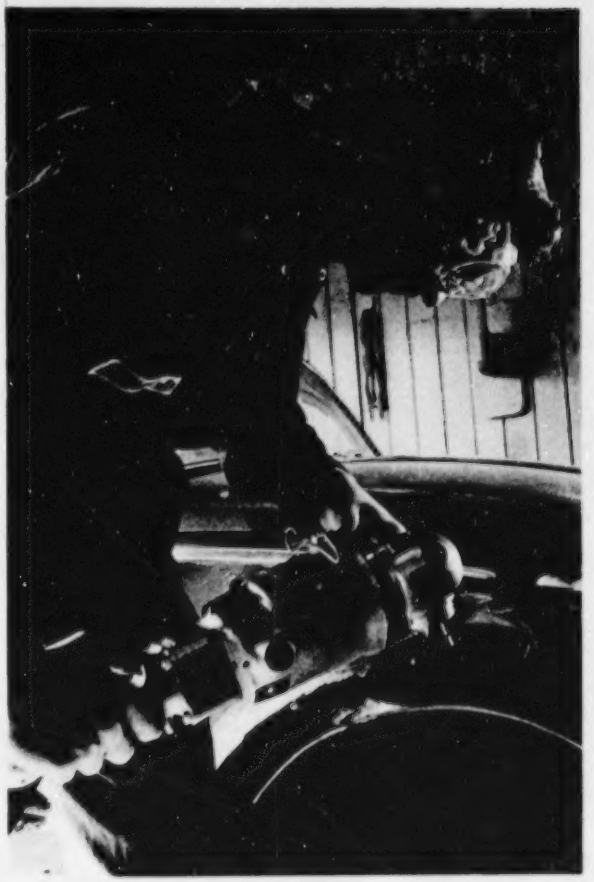
Take Pride in Your Work

Barry works in an auto body repair shop. He repairs the bodies of cars that have been in accidents (AK suhd uhnts).

First Barry bangs out the dents. If a large area has been damaged, he may replace the whole thing. Then he welds in the new part with a hot torch. He also uses the torch to soften the metal while he works on it.

Barry smooths out his repairs with a sander. He fills in small dents and scratches with a mixture called bondo (BAHN doh). Then he applies a coat of primer (PRY muhr) paint. Sometimes he sprays on the other coats of paint.

Auto body repairs call for skilled work. Barry has those skills, but he is lazy. He does not care about doing a good job. He tries to get away with doing as little work as possible.



Fact Finders

Circle your answer.

1. Barry works at a:
   a. gas station
   b. auto show room
   c. auto body repair shop
2. Barry uses a hot torch to:
   a. remove rust
   b. weld and soften metal
   c. melt glass
3. Fixing auto bodies is:
   a. skilled work
   b. unskilled work
   c. clean work
4. Barry tries to:
   a. help other workers
   b. use all his skills
   c. do as little work as possible

Barry, Art & Doris

Doris is the first woman to ever work at the Gonzalez Auto Body Repair Shop. Mr. Gonzalez has asked Art to help her learn the ropes. Right now Art is showing Doris around. They run into Barry.

ART: Hey, Barry, what are you working on today?

BARRY: That Volkswagen. A little more sanding and I'll be into primer.

ART: Already? It looked like a bigger job.

BARRY: So? I'm putting it on thin and quick. The customer will never know. . . .So, is this the little lady Gonzalez hired?

ART: Barry, this is Doris Cummings. Doris, meet Barry Dyer.

DORIS: Nice to meet you, Barry.

BARRY: Likewise.

ART: Doris will be working at our end of the shop this week, learning the ropes.

BARRY: Anything you want to know, ask me. Always glad to give advice (uhd VYS).

DORIS: Thanks, Barry. I'm really going to need it.

ART: Only listen to half of what you hear and you'll be fine.

BARRY: What kind of crack is that? You want the lady to learn, don't you?

ART: Sure do. . .that's why I said it. . . . I'll go get my sander and the bondo, Doris. Be right back.

(Art crosses over to other side of shop.)

DORIS: Wow, this looks like a great place to work.

BARRY: It's O.K. You just have to know your way around and when to do things. Take me, for instance. I have it made. I do as

little work as possible, but I always look like I'm busy.

DORIS: How long have you been working here, Barry?

BARRY: Almost six months. Usually never stay on a job much longer than that.

DORIS: You have many jobs?

BARRY: Oh, five or six.

(Art comes back with sander and bondo.)

ART: O.K., you guys. Let's get going.

(They pass the car that Barry is working on.)

ART: Say, Barry, that doesn't look too neat.

BARRY: By the time it's painted who's going to notice?

ART: The customer, who will complain to Gonzalez and never come back here.

BARRY: Big deal! Most customers don't know the difference anyway.

ART: But good workmanship is important.

BARRY: Not today. Just doing it as fast as possible and getting it done. That's what's important.

DORIS: I think you should do a good job.

BARRY: Big deal!. . .Hey, what about a coffee break before we get started?

ART: Let's just get to work, O.K.? Come on, Doris.

BARRY: Hey, some advice before you go, kid. Take the extra bondo and paint and stuff like that home. You may want to start your own business some day.

ART: Wait a minute. Don't take that advice, Doris. Mr. Gonzalez is a great guy. He doesn't deserve having us steal from him.

BARRY: But it's practical advice, and that's what you want. Right, Doris?

DORIS: Gee, I don't know. You two really have me confused.

Fact Finders

Circle your answer.

1. Barry has worked at the shop for:
   a. one year
   b. 6 months
   c. 6 weeks
2. Barry thinks that good workmanship is:
   a. very important
   b. too costly
   c. not important
3. Barry thinks that taking home extra paint and bondo is:
   a. all right
   b. hard to do
   c. unfair to the owner
4. Art feels that Doris should:
   a. take Barry's advice
   b. not take Barry's advice
   c. look for another job

51

Deep Think

1. What are some of the ways in which Barry showed he did not take pride in his work?

_____

_____

_____

2. If you were Doris, whose advice would you follow, Art or Barry's? _____

Why? _____

_____

_____

Decision Time

1. How would you rate Barry on: *taking pride in your work?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If you were Mr. Gonzalez and you found out about Barry, would you fire him or give him another chance?

☐ Fire Barry ☐ Give him another chance

Why? _____

_____

Discussion

1. Think of a time when you did or did not take pride in the work you did. Tell the class about it.
2. You are a frycook in a fast food restaurant. What are some ways that you would show pride in your work?
3. You are a salesperson in a department store. What are some ways that you would show pride in your work?

Puzzler

Fill in the missing ink. Then draw a line from the word to its respelling.

BODY	• (SKRATCH uz)
REPAIR	• (BAH dee)
ACCIDENT	• (WELD)
SCRATCHES	• (ri PAIR)
DENTS	• (AK suhd uhnts)
WELDS	• (DENTS)
TORCH	• (BAHN doh)
SANDER	• (PRY muhr)
BOND	• (TORCH)
PRIMER	• (PAYNT)
SPRAY	• (SAN duhr)
PAINT	• (SPRAY)

52

UNIT TWELVE

Don't Argue with Your Boss

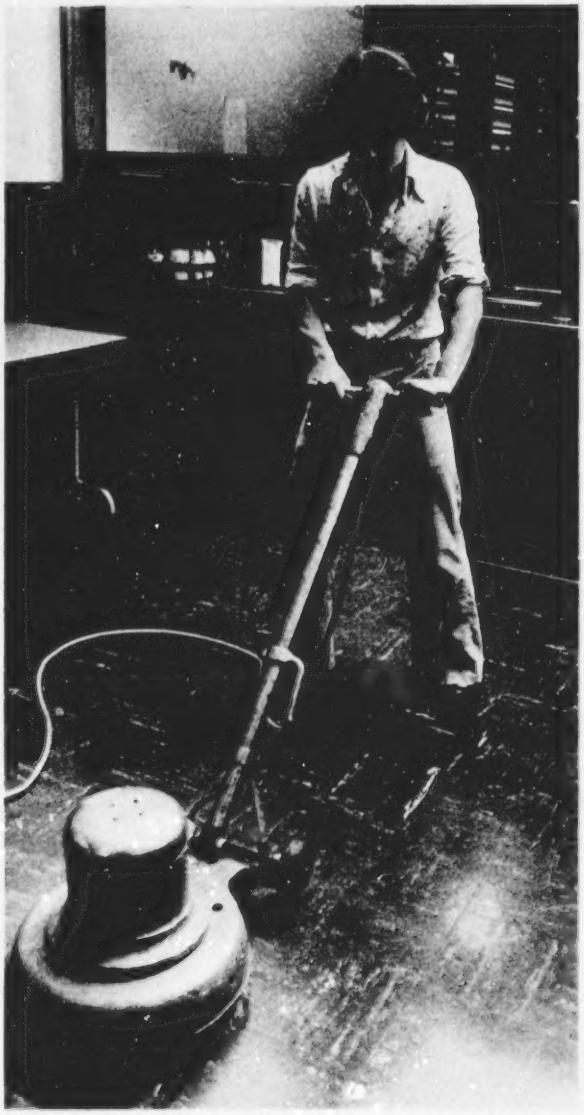
Mike is a custodian (KUS tohd ee uhn). He works at night in a large office building.

Mike sweeps, mops, and waxes floors. He vacuums (VAK yuhms) and shampoos (sham POOZ) rugs. He removes trash.

Sometimes Mike polishes (PAHL ish ez) furniture. Sometimes he washes windows. Once in a while he fixes something or does some painting.

Mike is happy with the job. The woman who hired him, Mrs. Russo, is happy with him.

Now Mike is about to meet the owner of the company. When he does, there is going to be trouble. Because Mike hasn't learned that it is not wise to talk back to the boss, even when the boss is wrong.



Fact Finders

Circle your answer.

1. Mike's main job is to take care of:
   a. shipping and receiving
   b. cleaning floors and rugs
   c. painting and repairing
2. The woman who hired Mike:
   a. is sorry she hired him
   b. is a good friend
   c. is happy with his work
3. The way Mike feels about his job is:
   a. he hates it
   b. he likes it
   c. he would like to do something else
4. Mike hasn't learned:
   a. how to do his job
   b. where to get supplies
   c. how to talk to a boss who may be wrong

Mike, Mrs. Russo & Mr. Anderson

Mrs. Russo does the hiring at Anderson Publishing Company. She is talking to the owner of the company, Mr. Anderson. She is taking Mr. Anderson to meet Mike.

MRS. RUSSO: You'll really like Mike, Mr. Anderson. He's a hard worker.

MR. ANDERSON: Great. Seems like many young people today just don't know how to do a good day's work.

MRS. RUSSO: Not Mike. He keeps himself busy. And he seems to enjoy working in the evening, after everyone has left.

MR. ANDERSON: Good. Maybe we'll finally be able to keep a good custodian for awhile.

(Mrs. Russo and Mr. Anderson enter the lunch room, which Mike has just finished cleaning up.)

MIKE: Oh! You surprised me, Mrs. Russo.

MRS. RUSSO: Hi, Mike. This is Mr. Anderson, the owner of this company.

MIKE: Hi, Mr. Anderson.

MR. ANDERSON: Hi, Mike. I've heard some good things about you. Mrs. Russo is very pleased with your work.

MIKE: Thank you.

MR. ANDERSON: Are you still going to school?

MIKE: Yes, sir.

MR. ANDERSON: What do you want to do after you graduate?

MIKE: Well, I really like it here. . . .

MR. ANDERSON: You mean you don't mind the hours?

MIKE: Oh no. I like working at night after everyone leaves. Then I don't have to talk to anyone. (*While Mike is talking, Mr. Anderson drops his cirgarette on the floor and stamps it out.)* Hey! What are you doing? Why did you smash out that cigarette on my clean floor?

MR. ANDERSON: Oh? . . .Well, the floor's not clean now, Mike. Guess you'll have to sweep it up.

MIKE: I just spent a lot of time in here. You sweep up your own mess.

MR. ANDERSON: What did you say?

MIKE: I said sweep up your own mess. You put it there.

MRS. RUSSO: Now, now Mike. . .

MR. ANDERSON: Do you know who you're talking to? I'm the boss. When I tell

54

you to do something you do it.

MIKE: Not when it's as dumb as that. You can't make me do anything that dumb.

MR. ANDERSON: Young man, when you work for someone you obey orders. Right? When I tell you to sweep up a floor you sweep it up. Don't stand there and argue.

MIKE: I won't sweep up your mess.

(Mr. Anderson turns and walks angrily out of the room. Mrs. Russo follows behind him.)

MRS. RUSSO: He's a good worker, Mr. Anderson. He really does try.

MR. ANDERSON: Humpf! The nerve of him talking back to me like that. Come to my office, Mrs. Russo. We have some talking to do.

Fact Finders

Circle your answer

1. Mike's work up to now has been:
   a. sloppy
   b. fair
   c. excellent
2. Mike likes to work:
   a. in the daytime
   b. after everyone has gone for the day
   c. when there are a lot of people around
3. Mr. Anderson is:
   a. the manager
   b. the owner
   c. the head custodian
4. Mike said Mr. Anderson should:
   a. clean up his own mess
   b. hire someone else
   c. quit smoking

55

Deep Think

1. What might have been a better way for Mike to deal with Mr. Anderson?

_____

_____

_____

_____

2. How would you feel about working alone at night?

_____

_____

_____

_____

Discussion

1. Think of a time when you were told to do something you did not think you should have to do. What did you say or do?
2. You are working in a day care center. The mother of one of the children tells you to clean up the mess her child made. What would you do?
3. You work as a truck driver for a store. Your boss tells you to drive faster so you can deliver more packages. You don't think it is safe to drive any faster. What would you do?

Decision Time

1. How would you rate Mike on: *not talking back to his boss?*

☐ Excellent ☐ Fair
☐ Good ☐ Poor

2. If you were Mr. Anderson, would you fire Mike or give him another chance?

☐ Fire Mike ☐ Give him another chance

Why? _____

_____

Puzzler

Fill in the spaces to get an important message (MES ij). Use the key below to find out which letter belongs in each box. The first word is started for you.

Key

A	B	C	D	E	F	G	H	I	J	K	L	M
1	2	3	4	5	6	7	8	9	10	11	12	13
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
14	15	16	17	18	19	20	21	22	23	24	25	26

T H
20 8 5 2 15 19 19 13 1 25

14 15 20 1 12 23 1 25 19 2 5

18 9 7 8 20 2 21 20 8 5

15 18 19 8 5 9 19

1 12 23 1 25 19 20 8 5 2 15 19 19

56

UNIT THIRTEEN

Above all, Be Honest

Tony and Carmen work as stock clerks in a large store. They work in the kitchenware (KICH uhn wair) department. The department sells blenders, toasters, and other small appliances (uh PLY uhns uhs).

As stock clerks, Tony and Carmen keep a close check on the merchandise (MER chun dyz) in their department. They check to see which items have been sold. Then they replace those items with new ones from the stock room.

Each month, Tony and Carmen have to take an inventory (IN vuhn tohr ee) of the merchandise in their department. They count each and every item on the sales floor and in the stock room. They mark down the numbers on an inventory sheet.

After Tony and Carmen finish their count, they check last month's count. They add the number of new items that came in during the month. They subtract (suhb TRAKT) the number of items sold during the month. This tells them how many items they should have in stock.

If Tony and Carmen find they have more or fewer items than they should have, they are supposed to report the difference to Mrs. Martinez, the manager.

Fact Finders

Circle your answer.

1. In a department store, stock clerks:
   a. sell merchandise to customers
   b. bring out new items to replace those sold
   c. take payment from customers
2. Stock clerks should be good at:
   a. selling
   b. wrapping
   c. counting
3. Being an honest stock clerk means:
   a. taking home things without paying for them
   b. not taking things you have not paid for
   c. not wanting to get fired
4. Which person is being honest?
   a. Frank sneaks out food from the restaurant where he works
   b. Maria finds some money in a dressing room. She turns it over to her manager.
   c. Andy finds he didn't give enough change to a customer. He keeps the extra money.

Tony & Carmen

Tony and Carmen have finished stocking the store shelves for the day. They are now starting to take the monthly inventory.

TONY: *(Holding a clipboard and pencil)* I can't believe that it's inventory time already. It seems like I just got through counting pots and pans.

CARMEN: You sound like my mom. She's always talking about how time flies and stuff like that.

TONY: Well, it's true. A month goes fast. By the time we get through counting all this merchandise we ll have to start again.

CARMEN: Then let's get started. *(She picks up her clipboard and pencil.)* I'll start on the blenders and you start on the toasters. We don't have as many of those.

TONY: Here's the sheet. *(Hands Carmen a piece of paper.)* Let's see. . .You should have six blenders on the sales floor and 12 back here in the stock room.

CARMEN: I'll check the sales floor first. Be right back. *(She goes out.)*

TONY: *(Looks at clipboard. Then starts to count toasters.)* Now. . .here are the toasters. One, two, three. . .*(His voice trails off. He writes a number down on the clipboard as Carmen returns.)*

CARMEN: Five blenders are outside. Mrs. Martinez said she just sold the other one. *(She looks at the boxes of blenders on the stock room shelves.)* Now let's see. . .Here are one, two, three. . .*(Continues to count to herself.)*

TONY: *(Looks up)* I check out on the toasters. Guess I'll do the—

CARMEN: Tony!Wehaveanextrablender!

TONY: Tell Mrs. Martinez.

CARMEN: Why? She doesn't know it's here. . . .Mary is getting married next month. A blender would make a great gift.

TONY: Come on, Carmen. You can't give something like that as a present.

CARMEN: Why not? It would be a neat gift.

TONY: Carmen, it's dishonest. You can't take something that doesn't belong to you.

CARMEN: Oh, Tony, don't be silly. It doesn't belong to anyone. Anyway, no one

58

will miss it. This store is so big that no one even really knows what's in stock.

TONY: How would your friend Mary feel about getting a stolen present?

CARMEN: She'd never know. . .And anyway, how can I steal something that no one even knows about?

TONY: That isn't the point.

CARMEN: It sure is. Now, let's see. . .Where can I put it until I go?

TONY: You mean you really are going to take it? Aren't you even going to tell Mrs. Martinez?

CARMEN: No. Are you?

Fact Finders

Circle your answer.

1. Carmen and Tony take inventory:
   a. twice a month
   b. once a month
   c. once a week
2. They count merchandise:
   a. in the stock room
   b. on the sales floor
   c. in the stock room and on the sales floor
3. Carmen counted blenders and found:
   a. the correct number
   b. not as many as listed
   c. one more than was listed
4. Carmen thought it was all right to:
   a. give the extra blender as a present
   b. sell the extra blender
   c. tell the manager about the extra blender

59

Deep Think

1. Why do you think Tony wanted Carmen to tell Mrs. Martinez about the extra blender?

_____

_____

_____

_____

2. What would happen to a department store if employees always took home merchandise without paying for it?

_____

_____

_____

_____

Decision Time

1. How would you rate Carmen on: *being honest?*

☐ Excellent ☐ Fair

☐ Good ☐ Poor

2. If Mrs. Martinez finds out about the extra blender, should she fire Carmen or give her another chance?

☐ Fire Carmen ☐ Give her another chance

Why? _____

_____

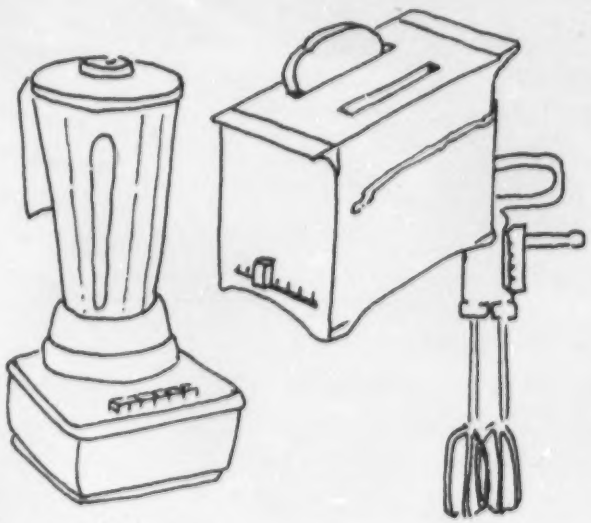
Discussion

1. You are working as a cashier. By mistake, you give a customer change for $10 instead of for $20. The customer leaves without saying anything. A moment later you notice the mistake. What would you do?
2. You work in a warehouse. One day you find an open box of good watches. Another worker suggests you each take some because "no one will miss them." What would you do?
3. Think of a time when you could have done something dishonest but decided not to. Tell the class what you did and why.

Puzzler

Here are some inventory problems to solve.

1. Tony had 20 toasters in stock at the end of March. He got in 6 from the factory during April. Customers bought 12. How many toasters should be left?
2. Carmen had 15 blenders in stock on the last day of March. She got in 7 from the factory during April. Customers bought 10. At the end of April she had only 10 blenders in stock. How many blenders were missing?
3. Mrs. Martinez had a sale on egg beaters. On the first day of the sale she sold 6 egg beaters. On the second day she sold 5. On the next day 7. The following day 3. Then 4. On the final day of the sale she sold 9. If she had 40 egg beaters to start, how many are left?



Checkup and Review

Complete each sentence. If you are not sure of an answer, look back at the unit. For question 4, give your own ideas.

Unit 7: Keep Yourself Busy

1. Inez works as an attendant in a _____ _____ .
2. Her main job is to pump _____ and check _____ .
3. Inez's boss is upset with her because Inez _____ _____
4. Some ways to keep yourself busy on a job are _____ _____

Unit 8: Take Criticism Wisely

1. John works as a _____ in a restaurant.
2. He is supposed to work _____ because customers are in a hurry.
3. Mary and Bob are upset with John because John _____ _____
4. If your boss or other workers criticize the way you do your job you should _____ _____

Unit 9: Leave Your Blues at Home

1. Jodi works as a _____ in a large office.
2. She files folders in _____ order.
3. Jodi's boss is upset with her because Jodi _____ _____
4. If you have some personal problems on your mind when you get to work, you should _____ _____

Unit 10: Get Along with Others

1. Mark works as a _____ at a college.
2. He helps to keep the _____ of the school looking beautiful.
3. Mark's fellow workers are upset with him because Mark _____ _____
4. Some ways you can try to get along with other workers are _____ _____

61

Unit 11: Take Pride in Your Work

1. Barry works as an _____ _____ in an auto body repair shop.
2. He takes out _____ and _____ from banged up cars.
3. Some ways that Barry showed he did not take pride in his work are _____ _____ _____
4. No matter what kind of work you do, you can show you take pride in your work by _____ _____ _____

Unit 12: Don't Argue with Your Boss

1. Mike works as a _____ in a large office building.
2. His main job is to wash and wax _____ and to vacuum and shampoo _____ .
3. The owner of the company was angry with Mike because Mike _____ _____ _____
4. If you think a boss is being unfair with you, you should _____ _____ _____

Unit 13: Above all, Be Honest

1. Carmen works as a _____ in a department store.
2. She helps to keep the shelves full of merchandise and to take a monthly _____ .
3. Carmen and Tony did not agree about _____ _____
4. Some reasons why workers should be honest are _____ _____ _____

62

How I Rate Myself

If you are working now, or if you will be working soon, rate yourself on the 13 points covered in this book. Rate yourself after one week. Rate yourself again after one month. Then rate yourself again at the end of two months.

If you keep getting G's and E's in all 13 items, you should have no trouble holding on to your job. Try to improve anything that rates only an F or a P.

E = Excellent **G** =Good **F** = Fair **P**= Poor

Item	End of First Week	End of First Month	End of Second Month
1. Being on Time			
2. Being Responsible			
3. Sticking to the Schedule			
4. Following Directions			
5. Being Friendly and Helpful			
6. Remembering That Business Comes First			
7. Keeping Myself Busy			
8. Taking Criticism Wisely			
9. Leaving My Blues at Home			
10. Getting Along with Others			
11. Taking Pride in My Work			
12. Not Arguing with My Boss			
13. Being Honest			

63

Guide to Phonetic Respellings *

Many of the words in this book are followed by respellings. The respellings tell you how to say the word. For example, you might see this: (ig ZAM puhl). That is the respelling for the word *example*.

The respelling tells you three things about the word it follows. It tells you:

1. How many sounds or syllables the word has.
2. How you should say each syllable.
3. Which syllable you should stress.

Let's look again at the respelling of example (ig ZAM puhl).

1. How may syllables does example have? (3)
2. How do you say each syllable? (Say each syllable out loud.)
3. Which syllable should you stress? (ZAM)

Practice saying these respellings:

- **practice** (PRAK tuhs)
- **syllable** (SIL uh buhl)
- **follow** (FAHL oh)
- **phonetic** (fuh NET ik)

If you see this . . .	say it the way you say the . . .	in . . .
(a)	a	pat
(ah)	a	ma
(ai)	ai	fair
(aw)	aw	paw
(ay)	ay	day
(b)	b	bat
(ch)	ch	chair
(d)	d	dot
(e)	e	set
(ee)	ee	see
(ehr)	err	merry
(er)	er	fern
(ear)	ear	fear
(f)	f	far
(g)	g	gag
(h)	h	hop
(hw)	wh	where
(i)	i	sit
(igh)	igh	high
(j)	j	job
(k)	k	kick
(ks)	x	six
(kw)	qu	quit
(l)	l	line
(m)	m	map
(n)	n	nap, sun
(ng)	ng	ring, singer
(o)	o	rot
(oh)	oa	coat
(oi)	oi	boil
(oo)	u	rule
(or)	or	corner
(ow)	ow	tower
(p)	p	pup
(r)	r	roar
(s)	s	sat
(sh)	sh	shop
(ss)	ss	class
(t)	t and ed	topped
(th)	th	thank
(*th*)	th	that
(u)	u	put
(uh)	u	but
(v)	v	visit, five
(w)	w	wag
(y)	y	yes
	i	mile
(z)	z and s	zoos
(zh)	s	treasure
	ge	judge

*All respellings are based on pronunciations found in *Webster's New Collegiate Dictionary*, 8th ed. (Springfield, Mass: G. & C. Merriam Co., 1974). Pronunciations may differ in your community or your geographic region.

64

CE 024 539

Teacher's Manual

Don't Get Fired!

13 Ways to Hold Your Job

By Durlynn Anema

From the Author 1
Comments on Dialogues 1
Vocabulary 3
Answer Key 4

FROM THE AUTHOR

Succeeding in the world of work takes more than knowing how to perform the various tasks of a job. Lots of otherwise good clerks, waiters, gas station attendants, and others get fired for lateness, surliness, lack of initiative, and other related reasons.

The main purpose of *Don't Get Fired!* is to help students become aware of these areas of employer concern. The medium I've chosen to create this awareness is a series of 13 dialogues involving young workers in confrontations with their bosses, fellow workers, or customers. In each case, the young worker is on the way to losing his or her job.

Followup exercises help students to evaluate what happened in the dialogue. Students then explore similar situations so that they may draw some conclusions about alternative ways to behave.

Incidental to this main purpose is the teaching of related vocabulary and the presentation of background information about 13 types of entry-level jobs.

Using the Phonetic Respellings

Words considered to be important to the purpose of the book but difficult to read are followed by phonetic respellings. A guide to the use of these respellings may be found on p. 64 of *Don't Get Fired!*. We urge you to go over this page with your students before they begin independent work in the book. You might also guide them through the reading of the phonetic respellings in the first unit.

Reading the Dialogues

Students may need some help in understanding the dialogue format. Guide them through a survey of the first dialogue. You might use this or a similar approach:

- **Title and Photos.** Ask students to read the names in the title. Then have them look over the photos. Ask, "What do you think Mrs. Fernando is saying to Sam? What do you think Sam may be saying?"
- **Setting.** After students have speculated on what each person may be saying, direct their attention to the boxed text. Ask, "What do these first few lines tell us about where and when this conversation is taking place?"
- **Names in Caps.** Ask students how they can tell in the lines that follow who is saying what. (Each person's words are prefaced by that person's name in capital letters.)
- **Ellipses (. . .).** Call attention to lines of the dialogue that include or are followed by a series of dots (. . .). Ask students to guess what the dots indicate. (Called elipses, the dots indicate pauses in the conversation.)
- **Stage Directions.** Call attention to *italicized* words set off in parenthesis. Explain that these are directions from the author to the actor to tell the actor where or how to move or what kind of emotion to show.
- **Read Aloud or Act Out.** Many students would probably enjoy reading the dialogues aloud. Others might want to memorize and act them out or simply improvise a scene based on what happens in the dialogue. This is an excellent way for the students to gain insight into the employer's point of view.

COMMENTS ON DIALOGUES

Unit 1: Be on Time

Sam is learning the trade of upholstering quickly and has a promising future, providing he learns to be more time oriented. In order for the upholstery shop, or any workshop, to make a profit, it must turn out a given amount of work per week. That means each member of the work force must do a fair share of work per each day, hour, and minute.

The workers in the shop are allowed 30 minutes for lunch and two 10-minute breaks. Sam frequently

Copyright © 1978 by Janus Book Publishers, 3541 Investment Blvd., Suite 5, Hayward, California 94545. All rights reserved.

takes longer. The extra time adds up to a significant amount of time away from his work station. The result is that a certain amount of planned work is not getting done, or that someone else must make up for the work not completed by Sam.

Unit 2: Be Responsible
Unit 2 is actually an extension of Unit 1. For being on time and calling in when you are sick are just two aspects of being a responsible worker. In both cases, the point of concern is thinking of the needs of others—in particular, the needs of one's employer and one's fellow workers. Indirectly, the needs of the customers are also involved. For irresponsible behavior on the part of the employee ultimately may result in poor service to the customer.

Unit 3: Stick to the Schedule
Here we are dealing with yet another aspect of employee responsibility. Bob's habit of wanting to change the schedule to meet his social needs is another example of disrespect for the needs of both his employers and his fellow workers, not to mention the patients in the nursing home where he works. Students need to see the alternatives to Bob's behavior, and the reasons why he should seek such alternatives.

Unit 4: Follow Directions
New employees operate under great pressure. Remembering what to do, how to do it, and when to do what can be quite unsettling. If time is an important factor in the perfection of tasks, as it is on most jobs where a service is to be rendered or a product turned out, the pressure is all the greater.

Students should be made aware of the fact that they will most likely be under this pressure, and they should be helped to discuss and find ways to handle such pressure.

Margie's problem is that instead of dealing with the pressure she knuckled under it, taking shortcuts in the job instead of learning how to accomplish the tasks that need to be done in the time allowed to do them. (We meet this problem again in Unit 8: Take Criticism Wisely.) Students should discuss alternative ways Margie could have dealt with the pressure she felt.

Unit 5: Be Friendly and Helpful
It may be unfair to expect anyone who deals with the public to always be cheerful, but they can at least be polite. If their job involves giving service, they should try to be helpful. As for a waiter or waitress, it's in their own self-interest to be as friendly, cheerful, and helpful as possible, as the amount of the tips they get are often in proportion to the amount and quality of service they give.

By roleplaying various work situations in which quality of service is important (restaurant, clothing store, barber/beautician, etc.), students may come to better understand the worker's problems and point of view, as well as the customer's expectations.

Unit 6: Remember, Business Comes First
This is another aspect of exercising responsibility. The message is this: *Friends should receive as good service as any other customer, but socializing on the job or giving special attention to one's friends is unfair to other customers and can prove harmful in the long run to one's employer and fellow workers.*

This might be a good time to help students explore ways to deal with dissatisfied or irate customers, both where the worker is at fault and where he or she is not.

Unit 7: Keep Yourself Busy
With Unit 7 we start getting into more abstract concepts involving initiative, temperment, and attitude. The rights and wrongs are less clearly defined and more open to interpretation. Personal values come more into play. For example, it may be hard to convince students that one *ought* to keep oneself busy instead of doing only what one is told to do. But perhaps if they can see the owner's point of view as to why initiative is appreciated, as well as how such initiative may be rewarded, students may come to understand how their own self-interest is best served by looking for things that need to be done. Of course, there is also the matter of "time goes quickly when you are busy, while idle moments may seem to drag on forever."

Unit 8: Take Criticism Wisely
Sensitivity to criticism can lead to a young worker's down fall. John is defensive when Mary criticizes his slowness. Instead of haggling with her, he could ask for help to remedy the immediate situation and for suggestions from Bob about how to speed up his work.

Students need to see that criticsm is not necessarily a personal attack, but rather the expression of someone's unfulfilled expectations. The receiver of the criticism should evaluate the qualifications and motivation of the person doing the criticizing and the fairness of the criticism. If the criticism seems fair and the critic qualified and justified in making the criticism, then the receiver should ask for suggestions about how to remedy the situation.

Unit 9: Leave Your Blues at Home
We do not wish to imply here that one must hide all one's feelings while at work, or that one must completely set aside what may be legitimate personal concerns. Occasionally a serious concern may distract us. At such times, it may be best to inform a supervisor of that concern.

But Jodi's problems, while important to her, are not of a really serious nature. She just allows her personal life to interfere with her work, taking as much time to

share with Martin her *ups* as her *downs*. So, once again, we are dealing with worker responsibility—in this case the responsibility to return a full day's work for a full day's pay.

Unit 10: Get Along With Others
A worker who can't get along with fellow workers may be more trouble than he or she is worth, no matter how well the worker performs the tasks of the job. The bad feelings that such a worker can generate may affect the morale and, indirectly, the output of all the other workers.

In Mark's case, he has not reconciled himself to a system where seniority has certain privileges or to the fact that most jobs have some undesirable tasks. He may also be resentful of having to take orders. It might be helpful to allow students to suggest reasons why Mark may be so "uptight," and to discuss more positive ways in which Mark might have behaved.

Unit 11: Take Pride In Your Work
Unfortunately, Barry reflects what seems to be a prevailing attitude amongst many workers today, i.e., "just doing it (the job) as fast as possible and getting it done. That's what's important." (Pride in workmanship is enjoying a resurgence, however, amongst those pockets of artisans who have returned to handcrafted products.)

Barry's low self-esteem as a worker is also reflected in his attitude toward initiative ("Do as little as possible.") and his willingness to steal from his employer.

Just as Art and Barry reflect directly opposing attitudes on these matters, your students may well identify with one or the other position. Open discussion without heavy moralizing may help students to sort out and clarify their own values regarding pride and honesty in the world of work.

Unit 12: Don't Argue with Your Boss
There is no doubt that the boss in this case is in the wrong. But that is not the point. The tricky tightrope the worker must walk here is stretched between the pole of dignity on one side and that of good judgment on the other. It was wrong of Mr. Anderson to stamp out his cigarette on the floor that Mike had taken great pains to clean. But did Mike show good judgment when he refused to clean the newly soiled spot, particularly in the manner in which he refused? Students should be helped to understand that they may very well be faced with unfair situations while on the job, as well as to explore ways in which to more positively deal with such situations. The reality that should be made part of any discussion on this subject is that 1) a boss may not always be either right or fair, and 2) jobs are hard to come by.

Unit 13: Above all, Be Honest
In an age when shoplifting is almost epidemic in proportions and considered acceptable behavior by many young persons, this last dialogue is sure to generate considerable controversy. We have provided the dictum "Above all, Be Honest," while being fully aware that it reflects the author's, the editor's, and the publisher's moral bias. We can only hope that student's will find reasons of their own for adhering to the dictum. One such reason may well be self-interest. Rightly or wrongly, many companies today are using lie-detector tests to determine who is responsible when shortages occur. Culprits may not only be discharged with an obvious loss of a good reference, but may also have to face charges.

VOCABULARY LIST

The following words are followed by phonetic respellings the first time they appear in *Don't Get Fired!* Encourage students to use the words in spoken and written sentences.

Word	Page	Word	Page	Word	Page	Word	Page
upholsterer	7	guest (rooms)	19	charge (slip)	33	argues	45
furniture	7	motel	19	initiative	33	seniority	47
fabric	7	vacuums	19	criticize	37	accidents	49
punctual	7	towels	19	defensive	37	bondo	49
salesclerk	11	directions	19	excuses	37	primer	49
customers	11	menus	23	criticism	37	custodian	53
shelves	11	course (main)	23	file (clerks)	41	vacuums	53
employee	11	salads	23	deliver	41	shampoos	53
responsible	11	desserts	23	envelopes	41	polishes	53
responsibilities	13	recommend	24	personal (problems)	41	message	56
nursing	15	counter (worker)	27	neglect	42	kitchenware	57
elderly	15	vowels	30	college	45	appliances	57
patients	15	service	33	fertilizers	45	merchandise	57
attendants	15	pressure (air)	33	insecticide	45	inventory	57
schedule	15	credit (card)	33	operate	45	subtract	57

ANSWER KEY

PAGE 7. Fact Finders. 1. c 2. a 3. b 4. c

PAGE 9. Fact Finders. 1. b 2. a 3. b 4. c

PAGE 10. Puzzler. 1. c 2. a 3. Monday/3 hrs. 0 mins. Tuesday/3 hrs. 0 mins. Wednesday/3 hrs. 45 mins. Thursday/4 hrs. 0 mins. Friday/4 hrs. 10 mins.

PAGE 11. Fact Finders. 1. b 2. c 3. b 4. c

PAGE 13. Fact Finders. 1. c 2. b 3. c 4. b

PAGE 14. Puzzler. 1. reach 2. employee 3. salesclerk 4. package 5. order 6. needs 7. shelves 8. important 9. butter 10. ill 11. late 12. income 13. trucks 14. yesterday

PAGE 15. Fact Finders. 1. b 2. a 3. c 4. b

PAGE 17. Fact Finders. 1. c 2. c 3. b 4. a

PAGE 18. Puzzler. 1. Cindy 2. 4 p.m.-12 mid. 3. Tuesday and Wednesday 4. Alita, Abdul, Dawn, Frank

PAGE 19. Fact Finders. 1. c 2. a 3. b 4. b

PAGE 21. Fact Finders. 1. b 2. c 3. a 4. b

PAGE 22. Puzzler. Students should mark an **X** on the following items: unmade bed, full ashtray, full wastepaper basket, litter on floor, wet towels, dirty sink, dirty mirror

PAGE 23. Fact Finders. 1. b 2. a 3. c 4. b

PAGE 25. Fact Finders. 1. c 2. a 3. b 4. c

PAGE 26. Puzzler. 1. $3.30 2. $5.90 3. $13.20

PAGE 27. Fact Finders. 1. a 2. c 3. c 4. a

PAGE 29. Fact Finders. 1. c 2. c 3. a 4. b

PAGE 30. Puzzler. Letters in boldface type to be supplied by students: **Hamburger, French fries, shakes, cold, drinks, hamburgers, order, cost, cooks, counter, manager, service, wait, line**

PAGE 31, Checkup and Review. (The answers given are for questions 1-3. For question 4, accept any answer that seems reasonable or that the student can justify.) **Unit 1.** upholsterer 2. furniture 3. takes long breaks **Unit 2.** 1. salesclerk 2. shelves, customers 3. was often late and didn't call in when she was out sick **Unit 3.** 1. attendant 2. patients 3. wanted to be off on days he was scheduled to work **Unit 4.** 1. maid 2. guests 3. didn't follow her directions about making beds and putting fresh towels in the bathroom **Unit 5.** 1. waitress 2. orders 3. is not friendly or helpful, did not bring coffee, brought wrong food, etc. **Unit 6.** 1. counter worker 2. shakes, cold drinks, and French fries 3. is keeping her waiting while he talks to his friends.

PAGE 33. Fact Finders. 1. c 2. a 3. b 4. b

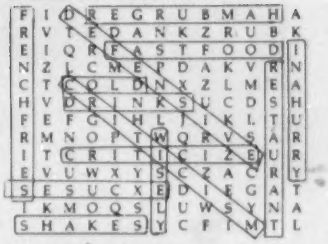
PAGE 35. Fact Finders. 1. a 2. c 3. b 4. c

PAGE 36. Puzzler. car/air/gas/station/attendant/service/wiper/pressure/credit/ charge/bulbs/initiative

PAGE 37, Fact Finders. 1. b 2. a 3. c 4. b

PAGE 39. Fact Finders. 1. c 2. b 3. a 4. c

PAGE 40. Puzzler.



PAGE 41. Fact Finders. 1. c 2. a 3. c 4. b

PAGE 43. Fact Finders. 1. b 2. c 3. a 4. b

PAGE 44. Puzzler. 1. A. 2, 1, 2, 1, 1 **B.** 2, 1, 1, 2, 2 **2.** 2, 5, 3, 4, 1 **3.** 4, 1, 3, 2, 5

PAGE 45. Fact Finders. 1. c 2. a 3. b 4. c

PAGE 47. Fact Finders. 1. c 2. c 3. a 4. b

PAGE 48. Puzzler. trees/flowers/outdoors/fertilizer/leaves/rake/lawn/trim/prune/shrubs/tractor/insecticide/grass/water

PAGE 49. Fact Finders. 1. c 2. b 3. a 4. c

PAGE 51. Fact Finders. 1. b 2. c 3. a 4. b

PAGE 52. Puzzler. body (BAH dee), repair (ri PAIR), accident (AK suhd uhnt), scratches (SKRATCH uhz), dents (DENTS), weld (WELD), torch (TORCH), sander (SAN duhr), bondo (BAHN doh), primer (PRY muhr), spray (SPRAY), paint (PAYNT)

PAGE 53. Fact Finders. 1. b 2. c 3. b 4. c

PAGE 55. Fact Finders. 1. c 2. b 3. b 4. a

PAGE 56. Puzzler. *The message is:* **The boss may not always be right, but he or she is always the boss.**

PAGE 57. Fact Finders. 1. b 2. c 3. b 4. b

PAGE 59. Fact Finders. 1. b 2. c 3. c 4. a

PAGE 60. Puzzler. 1. 14 **2.** 2 **3.** 6

PAGE 61. Checkup and Review. (The answers given are for questions 1-3. For question 4, accept any answer that seems reasonable or that student can justify.) **Unit 7.** 1. gas station 2. gas, oil 3. takes smoke breaks and does not keep herself busy (does not show initiative) **Unit 8.** 1. frycook 2. fast 3. works slow and makes excuses instead of learning how to work faster **Unit 9.** 1. file clerk 2. alphabetical 3. is letting her personal problems keep her from doing her work **Unit 10.** 1. grounds keeper 2. grounds or lawns, shrubs, flowers, etc. 3. always complains about the jobs he gets to do **Unit 11.** 1. auto body repair person 2. dents, scratches 3. does as little work as possible, put on primer quick and thin, changes jobs often, etc. **Unit 12.** 1. night custodian 2. floors, rugs 3. wouldn't sweep up the cigarette Mr. Anderson dropped and stamped out on the floor. **Unit 13.** 1. stock clerk 2. inventory 3. reporting the extra blender.

JANUS BOOK PUBLISHERS
3541 Investment Blvd., Suite 5
Hayward, California 94545